spade™

ON DEMAND CONTACT QUALITY MONITORING TOOL

What is Spade OnDemand?

Quality monitoring tool
Measure your contact quality

Benchmarking tool
Compares performance among peers, internally within the organization and externally among the industry

Analytics
Improve customer experience and reduce costs with timely actionable data
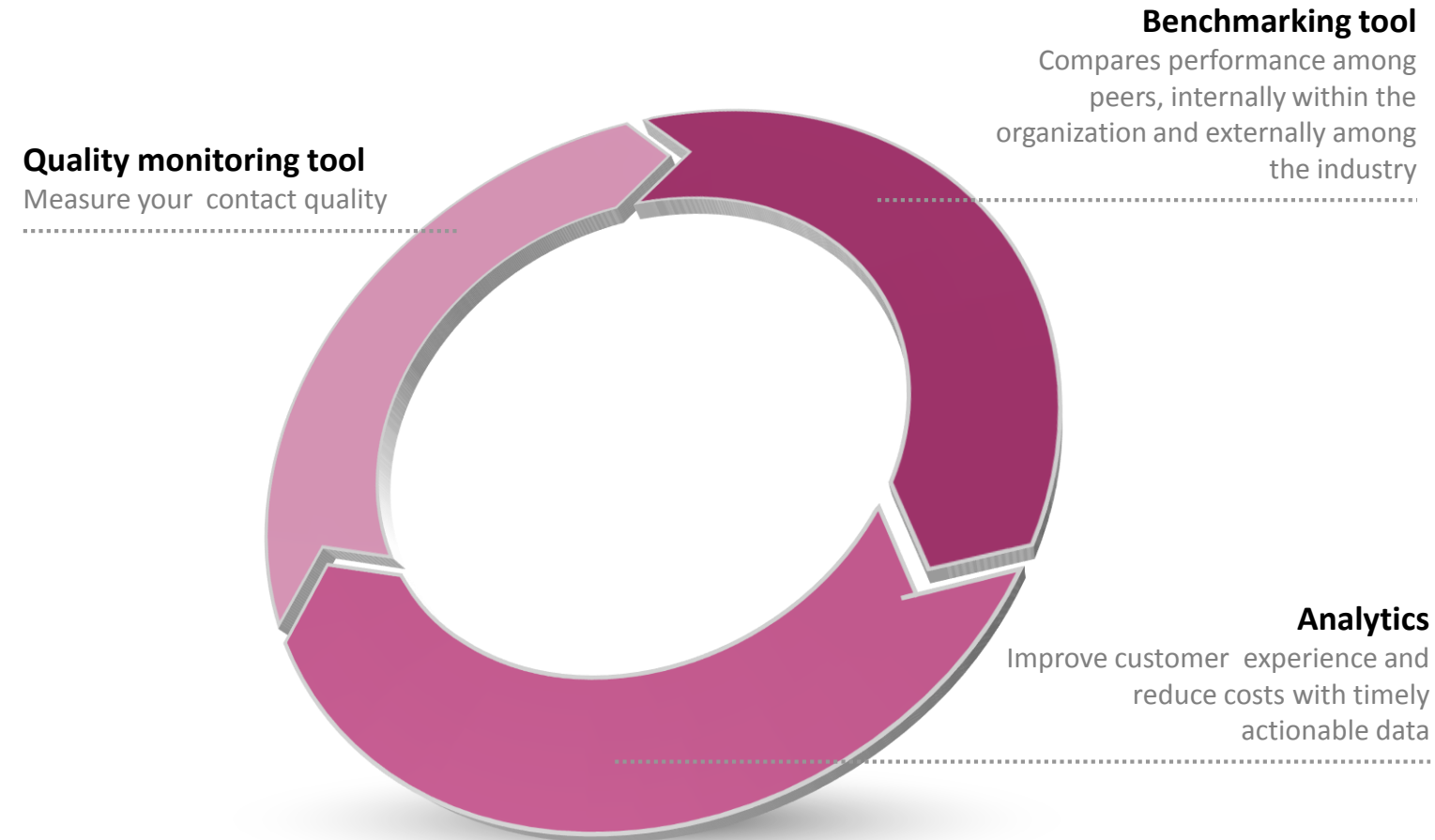
Web Based

- Spade On Demand is a web based quality monitoring and benchmarking tool built using the SaaS (Software as a service) model.

Measure

- It gives the power to measure quality of service delivered to customers and benchmarks them against peers in the industry.
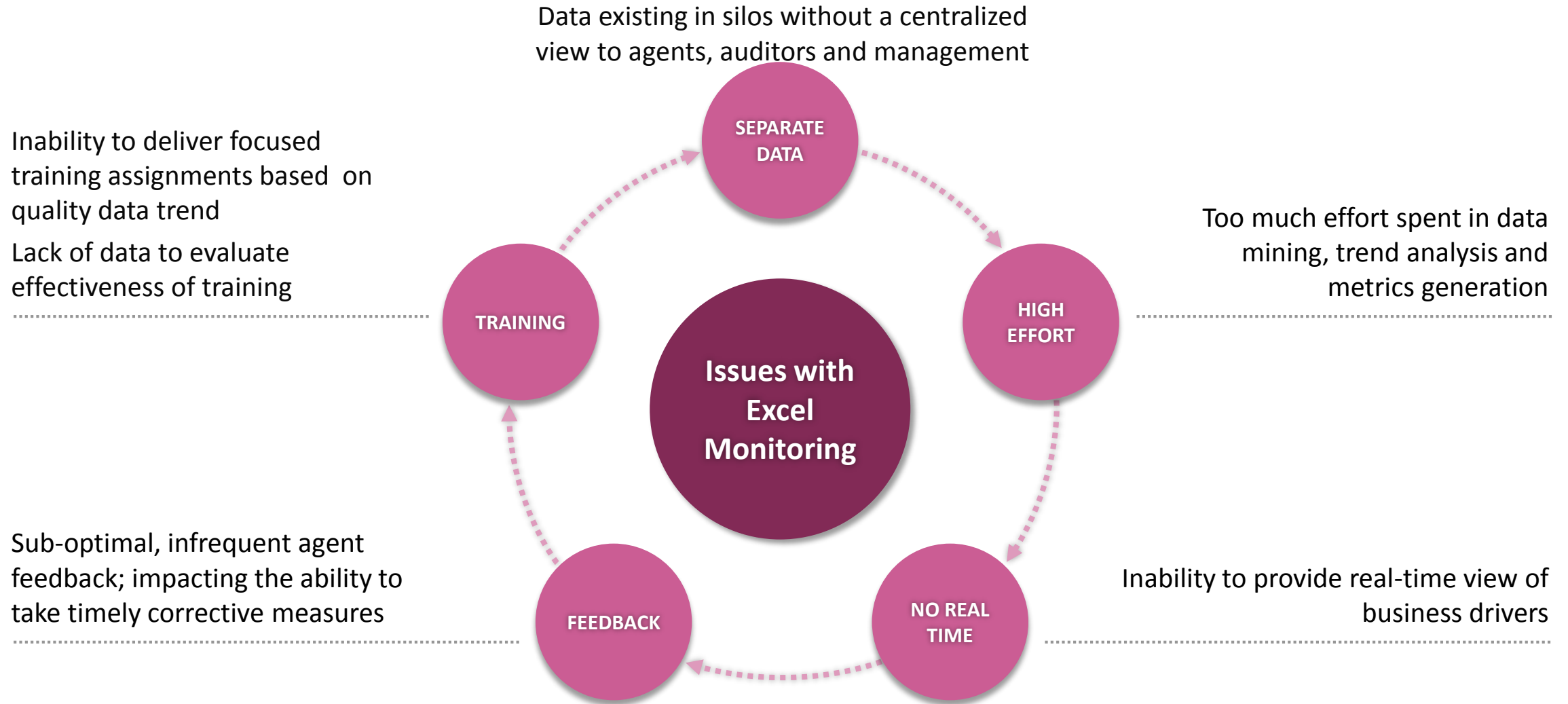
Analytics

- The tool's powerful analytics assists the organization in identifying improvement areas in transaction quality.
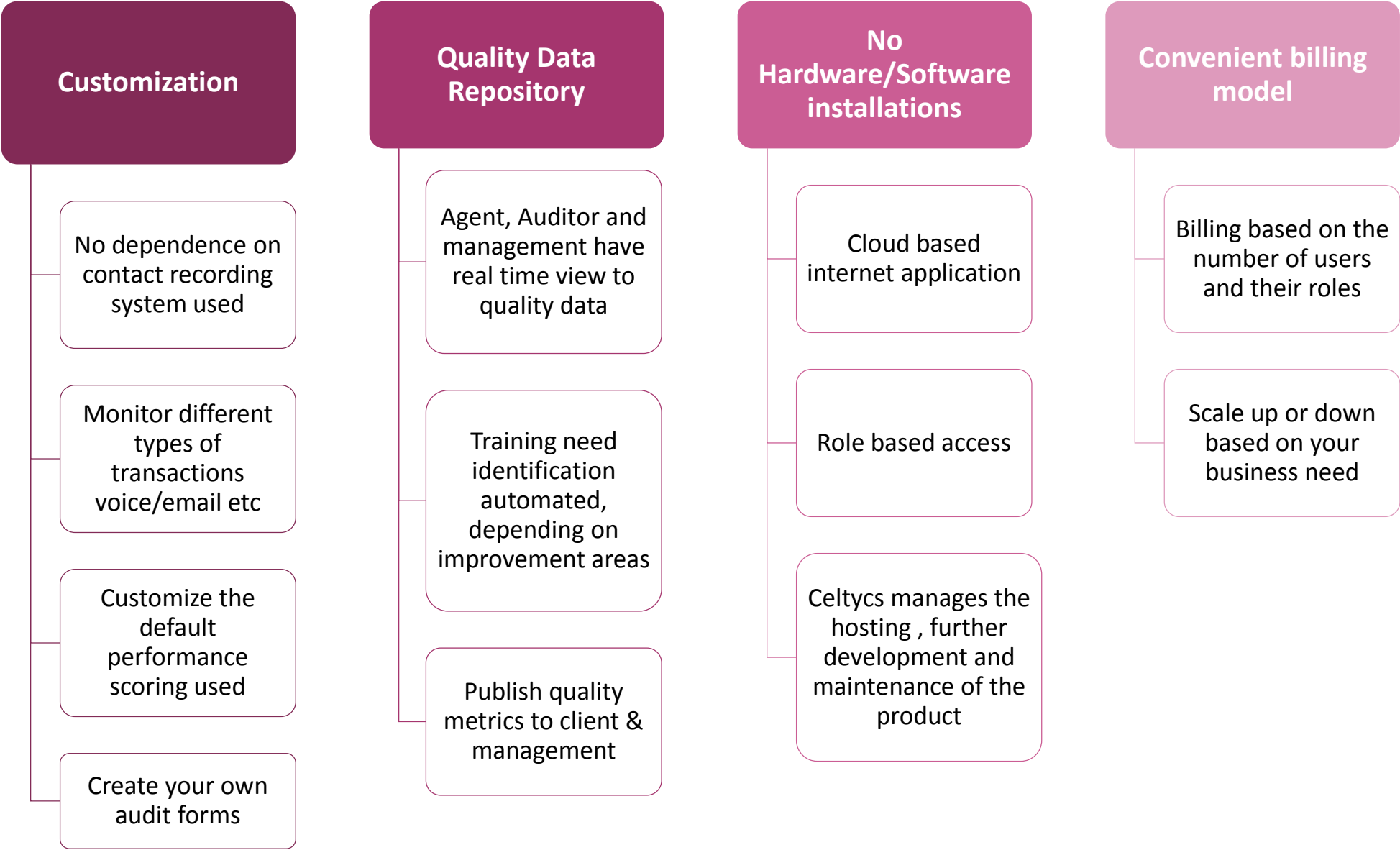
Spade OnDemand: **What do you get?**

COMPLAINCE CHECK
Know if agents are adhering to statutory portion of call script

CUSTOMER INSIGHTS
Get insights through multiple drill downs and understand why customers are calling you?

OUTSOURCER PERFORMANCE
Understand how each partner is performing using multiple level scoring

FEEDBACK
Realtime feedback for agent and auditors via emails

CUSTOMER LOYALTY
Understand drivers for customer loyalty through surveys

Issues with excel based Quality Monitoring

Data existing in silos without a centralized view to agents, auditors and management

Inability to deliver focused training assignments based on quality data trend
Lack of data to evaluate effectiveness of training

Too much effort spent in data mining, trend analysis and metrics generation

Sub-optimal, infrequent agent feedback; impacting the ability to take timely corrective measures

Inability to provide real-time view of business drivers

SEPARATE DATA

TRAINING

HIGH EFFORT

Issues with Excel Monitoring

FEEDBACK

NO REAL TIME

Spade OnDemand: **Benefits**

Customization

- No dependence on contact recording system used
- Monitor different types of transactions voice/email etc
- Customize the default performance scoring used
- Create your own audit forms

Quality Data Repository

- Agent, Auditor and management have real time view to quality data
- Training need identification automated, depending on improvement areas
- Publish quality metrics to client & management

No Hardware/Software installations

- Cloud based internet application
- Role based access
- Celtycs manages the hosting , further development and maintenance of the product

Convenient billing model

- Billing based on the number of users and their roles
- Scale up or down based on your business need

Spade OnDemand: **Features**

Real-time Feedback

Provides real time feedback to customer facing representatives hence improving employee satisfaction

Performance Reports

Provides instant performance metrics to analysts and auditors for making quality improvement decisions
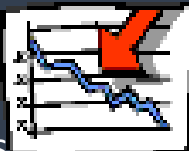
Peer to Peer Calibration.
FOR COMPLETED AUDITS

Infinite
Simultaneous Audits

1000*transaction*
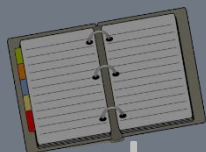BULK UPLOAD IN ONE INSTANCE

ABILITY TO **SEPERATE DIFFERENT LOBS**

SUPER AUDITOR
GET REAUDITS DONE

ABILITY TO CREATE SUPER AUDITOR LOGINS

email
Ability to email audits or reports

plan.
Plan the number of audits in a month and get Spade to **auto pickup & allocate**
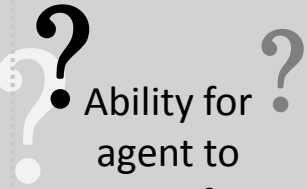
? Ability for agent to request for a review of his/her evaluation **?**

CUSTOMIZABLE SCORING
methodologies. Celtycs scoring to determine parameters in control of the contact center and hence achieve optimum performance on those.
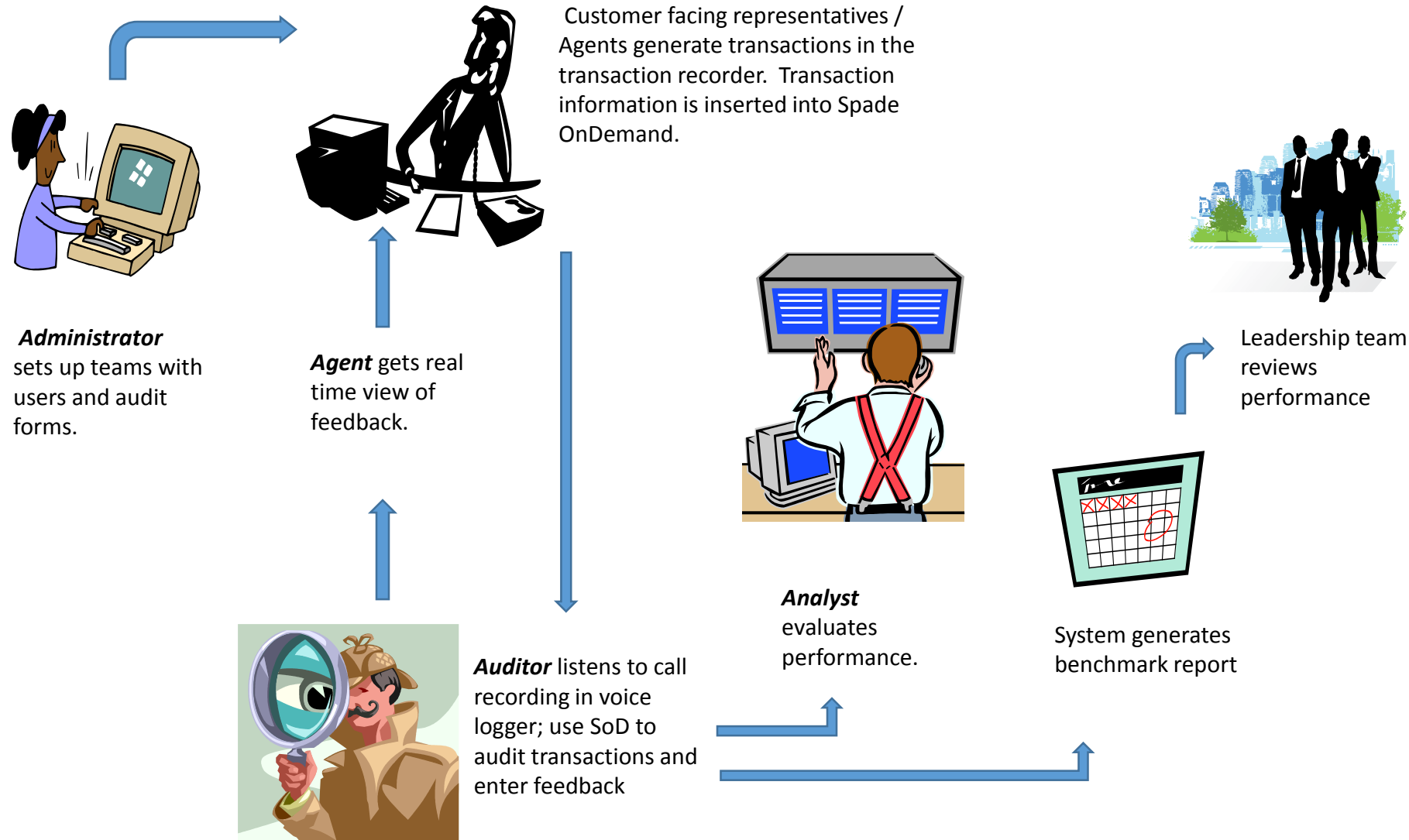
attach.
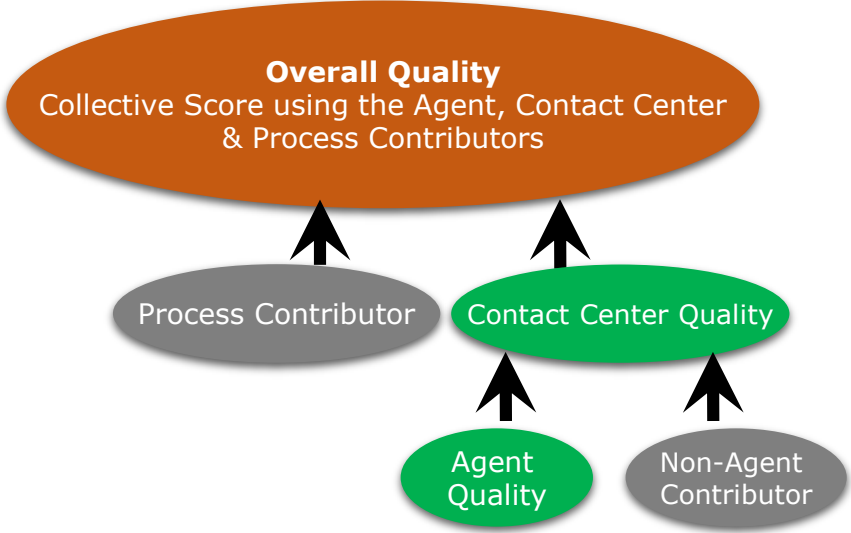Attach a call, email transaction, or chat transcript

Allows Quality representatives to **FOCUS** on auditing and mentoring CFRs and less time generating quality metrics.

Spade OnDemand: **Process Workflow**

Customer facing representatives / Agents generate transactions in the transaction recorder. Transaction information is inserted into Spade OnDemand.

Administrator sets up teams with users and audit forms.

Agent gets real time view of feedback.

Leadership team reviews performance

Analyst evaluates performance.

System generates benchmark report

Auditor listens to call recording in voice logger; use SoD to audit transactions and enter feedback

Spade OnDemand: **Scoring Methods**

MULTIPLE LEVEL OWNER

Overall Quality
Collective Score using the Agent, Contact Center & Process Contributors

Process Contributor

Contact Center Quality

Agent Quality

Non-Agent Contributor

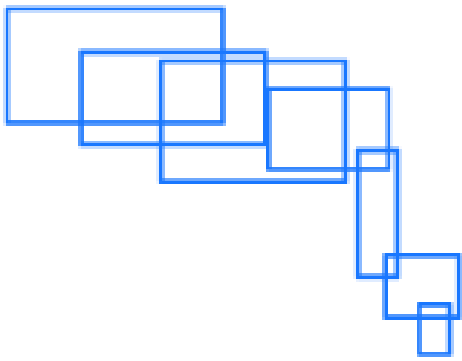|	
Overall Score	74%
Process Score	65%
Contact Centre Score	83%
Agent Score	87%

Sample Data

- Unique scoring methodology built into Spade onDemand for assigning multiple scores to each audit based on issue owner
- Incorporates negative marking such as measuring repeat call

CASCADING SCORING METHOD

- This scoring method incorporates 3 level hierarchy model while calculating the score for the upper most sub-level.
- Takes into account the contribution of "NA"

SIMPLE SCORING METHOD

- This scoring method takes an even approach and assigns equal weights to the parameters
- Does not take into account "NA" and provides a single holistic score

Excellent ☐
Average ☑
Poor ☐

Spade OnDemand: **Roles and Features**

AUDITOR
- Audit
- Revaluate audits
- Score trend and defect count in a category for the team
- Summary performance report over a duration
- Benchmark performance data of team
- You also get Super Auditor option to handle disputes and perform re-audits

AGENT
- View auditor feedback
- Accept / Request for revaluation
- View score trend and defect count in a category
- Summary performance report over a duration
- Benchmark performance data of agent in team, center and organization
- You can also create TL level access who need not audit but can view the scores for all agents in the team
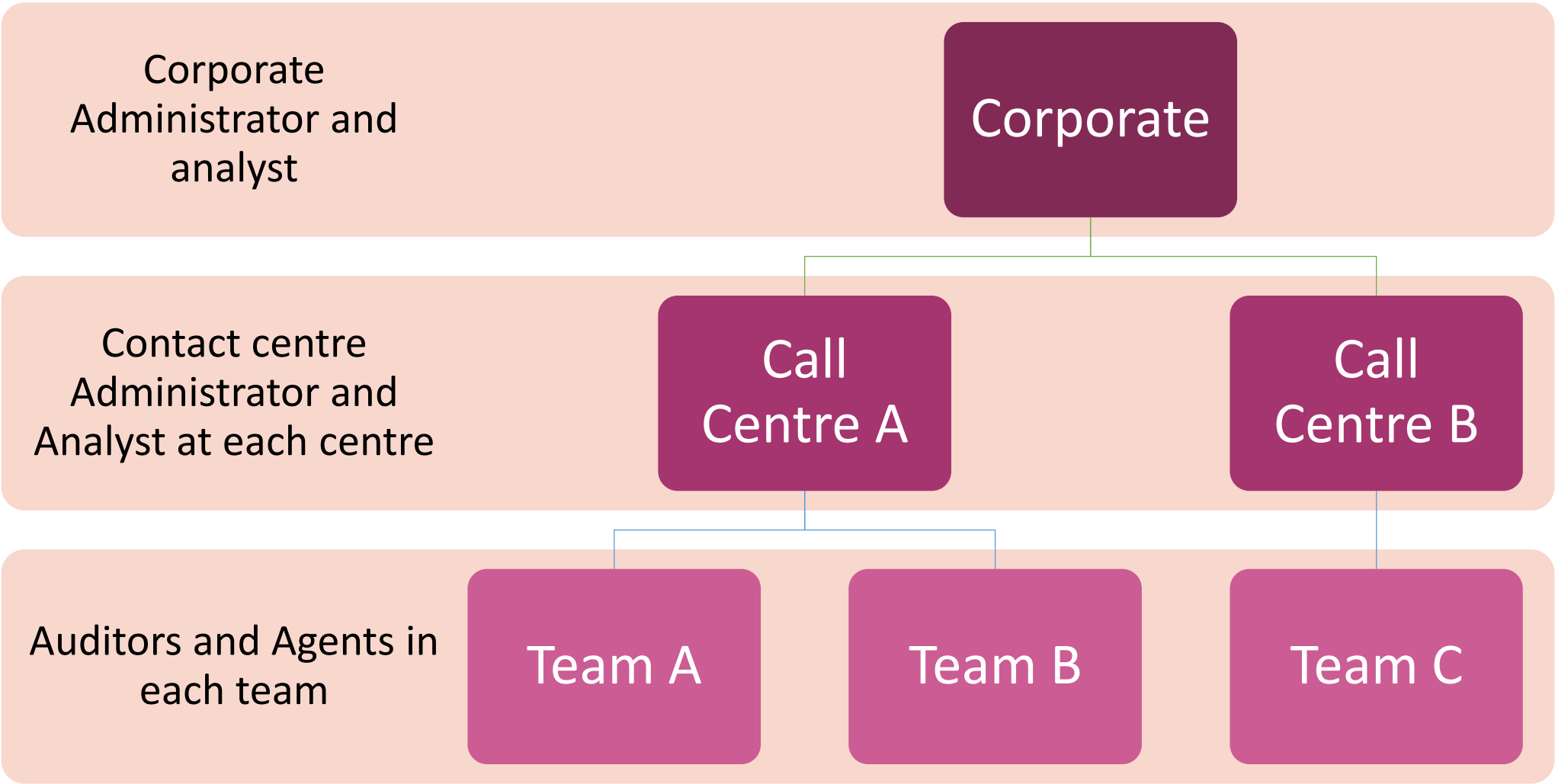
ANALYST
- View score trend and defect count of entire center
- Team wise performance comparison reports
- Center performance summary report
- Benchmark performance date of center

ADMIN
- Create and manage users and teams
- View to active and logged in users at any point in time
- Diagnostic reports
- Create audit forms
- Upload Transactions

Spade onDemand: **Workspace Setup**

Corporate Administrator and analyst

Corporate

Contact centre Administrator and Analyst at each centre

Call Centre A

Call Centre B

Auditors and Agents in each team

Team A

Team B

Team C

Improved productivity with Spade OnDemand over current tools

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