

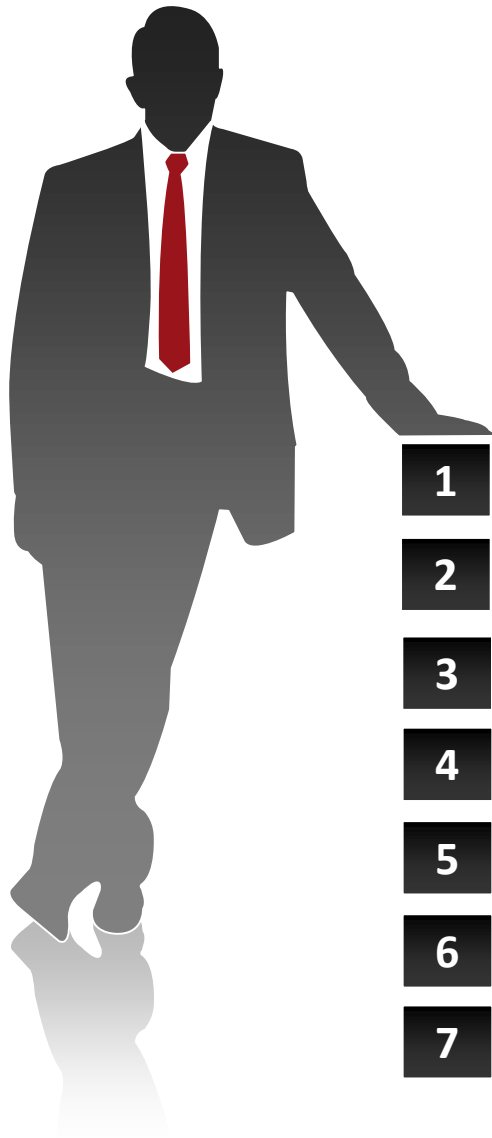


Delivering Customer Engagement Solutions through
Inbound, Outbound, Live Chat,
Quality Monitoring and **Social Media** Services.



Experienced **People** | Innovative **Technology** | Remarkable **Results**

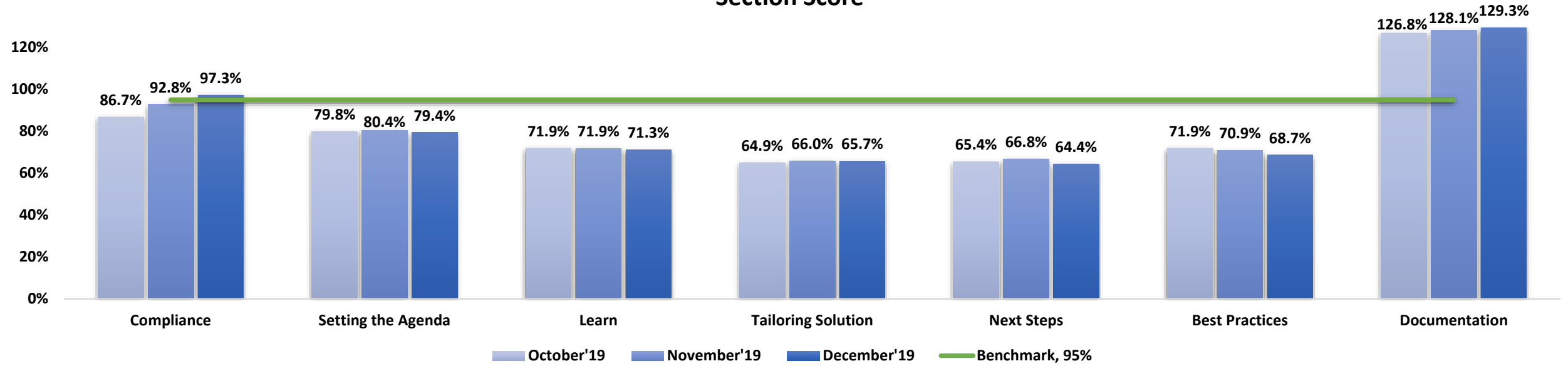
Agenda



- 1 QA Score by Section
- 2 QA Dashboard
- 3 Top Opportunities & Offenders by Section
- 4 Pareto Analysis
- 5 Auto-Fail Dashboard
- 6 Heat Map by Vertical
- 7 Heat Map - QA Score by Supervisor

QA Score by Section

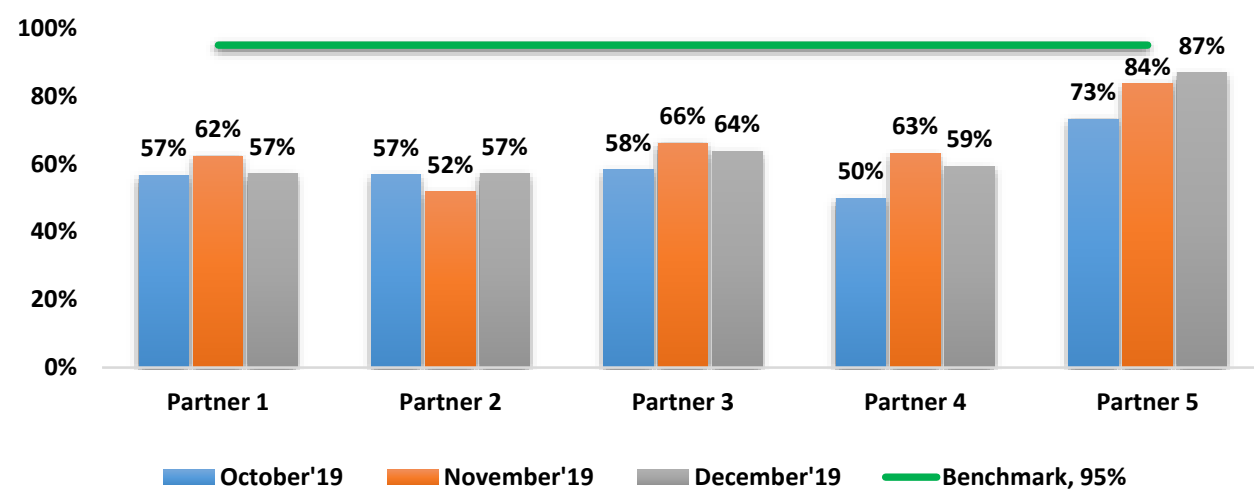
Section Score



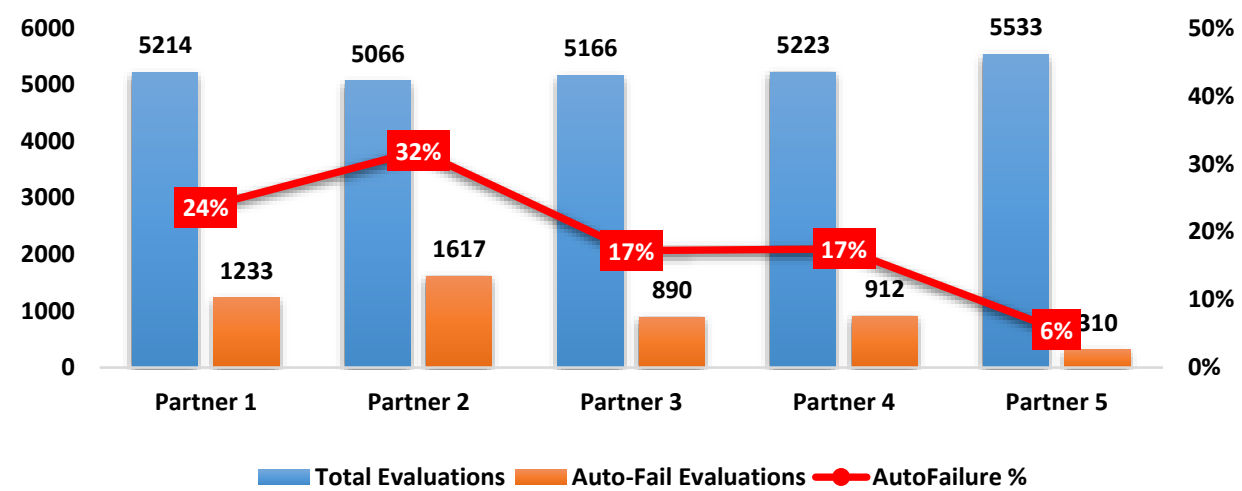
NEXT STEPS	<h1>36%</h1> <p>Agent should effectively assume next date and clear up any misconceptions</p>	<h1>34%</h1> <p>Agent should tailor a solution by showing value to the customer based on what was learned</p>	TAILORING A SOLUTION
BEST PRACTICES	<h1>31%</h1> <p>Agents are not noting all the information.</p>	<h1>29%</h1> <p>Agent has to identify needs and wants of the customer and probe for future obstacles</p>	LEARN
SETTING THE AGENDA	<h1>21%</h1> <p>Agent should perform temp checks throughout the call to ensure concerns are uncovered/addressed</p>		

QA Dashboard

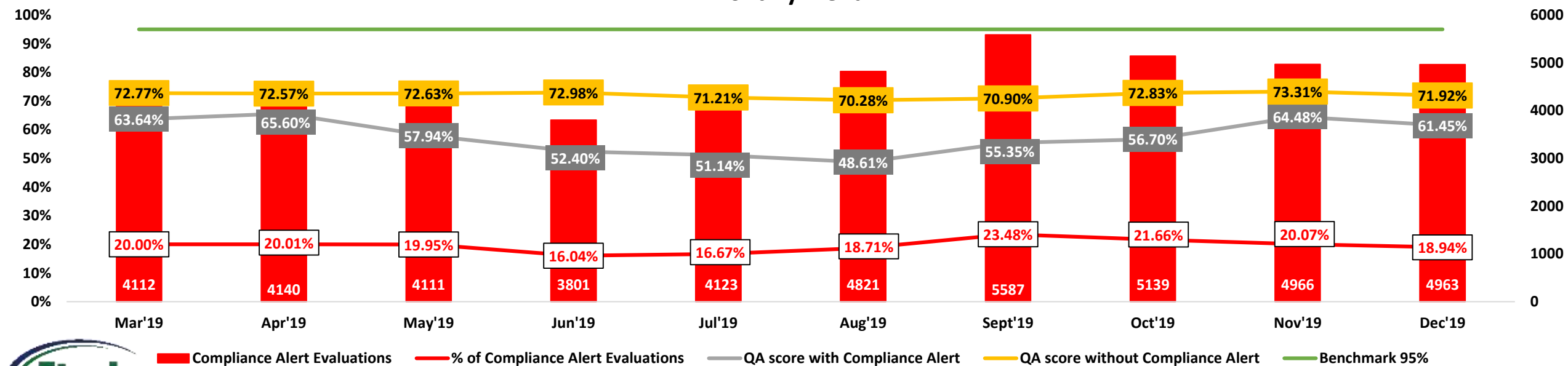
QA Score With Compliance Alert - By Partner



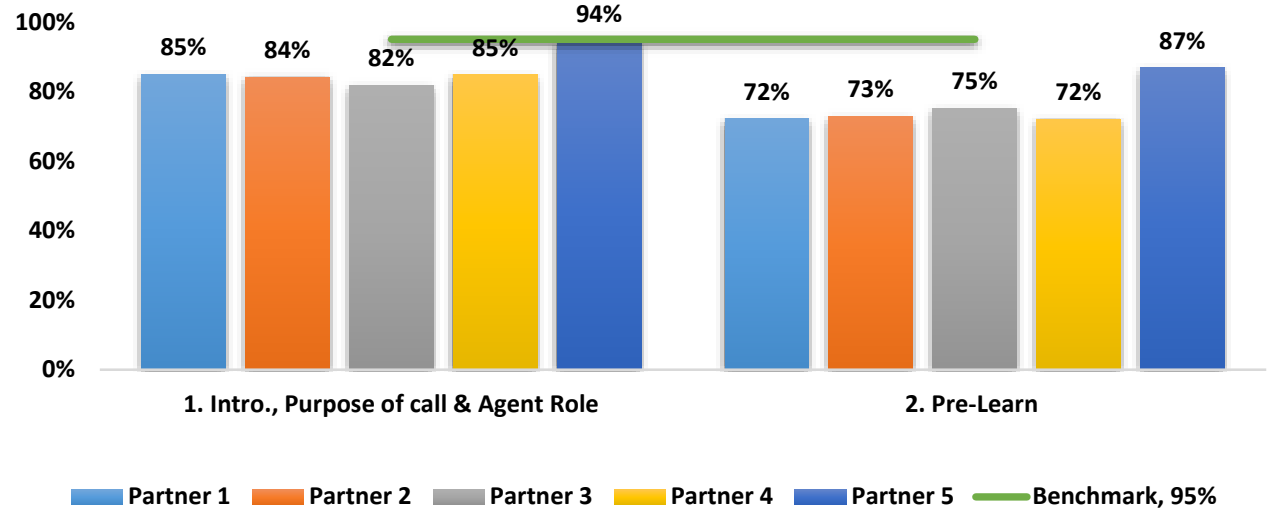
Total Evaluations v/s Auto Fails



Monthly Trend



Top Opportunities & Offenders



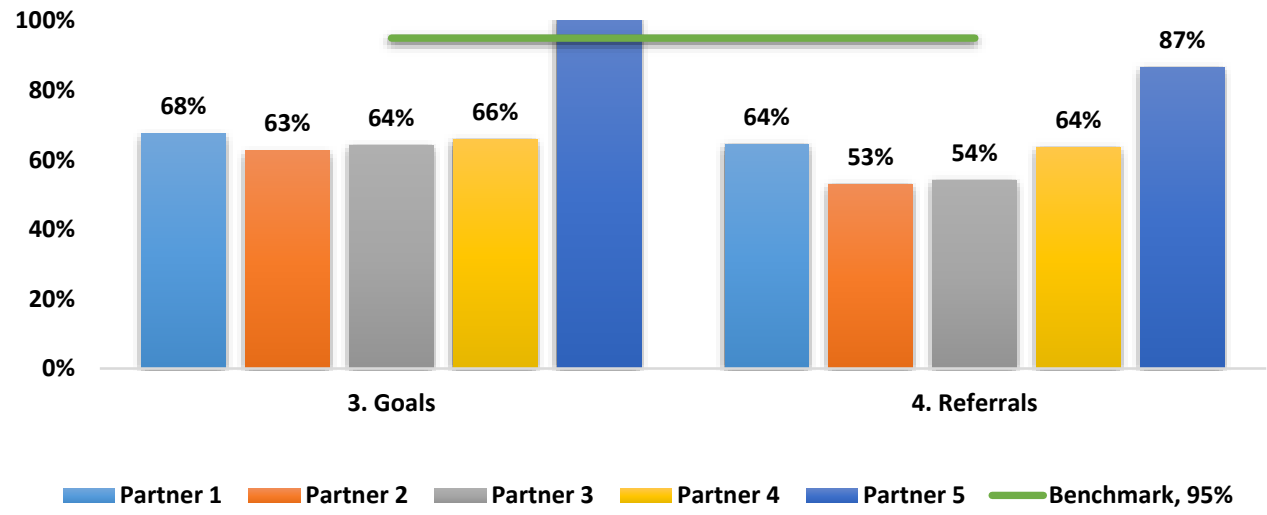
1. Intro., Purpose of call & Agent Role	
Partner 1	Kevin
Partner 2	Cortney
Partner 3	Matt
Partner 4	Victoria Whitney
Partner 5	Sharon

2. Pre-Learn	
Partner 1	Ethan Monica
Partner 2	Cortney
Partner 3	Matt
Partner 4	Nicole
Partner 5	Melissa Thomas

Parameter	1. Intro., Purpose of call & Agent Role	2. Pre-Learn
KPI	Customer Experience	Customer Experience & Source
Affected Interactions	Partner 1 – 2996 out of 5214 Partner 2 – 3092 out of 5166 Partner 3 – 4102 out of 5223 Partner 4 – 4111 out of 5553 Partner 5 – 4166 out of 5566	Partner 1 – 3141 out of 5214 Partner 2 – 3097 out of 5166 Partner 3 – 4146 out of 5223 Partner 4 – 4117 out of 5553 Partner 5 – 3513 out of 5566



Top Opportunities & Offenders



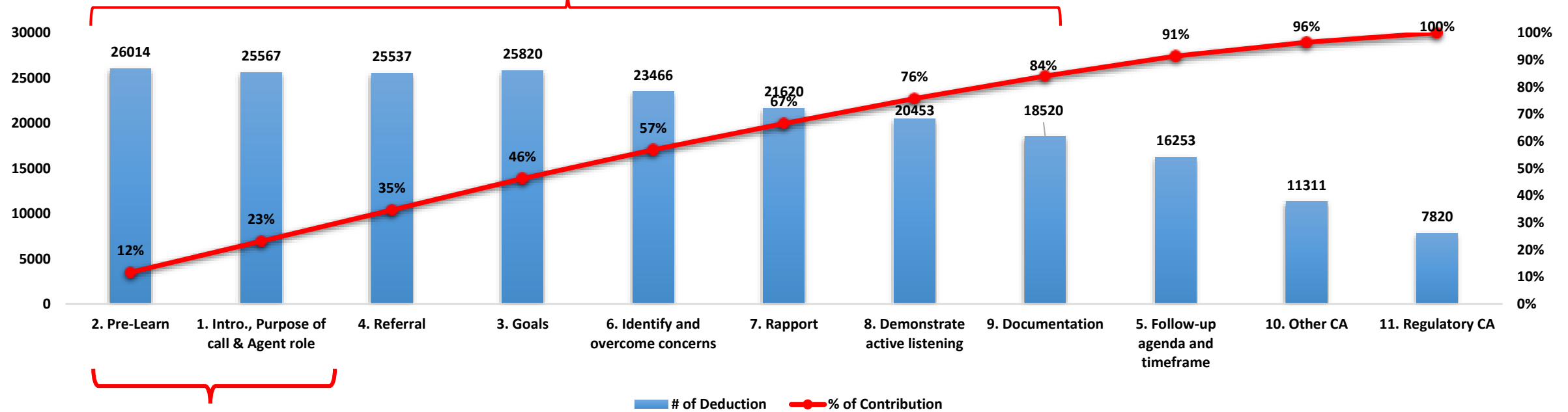
3. Goals	
Partner 1	Monica Ethan
Partner 2	Wendy
Partner 3	Matt KoJo
Partner 4	Nicole
Partner 5	Annabelle Jacqueline

4. Referrals	
Partner 1	Melissa Robert
Partner 2	Joanne Daniel
Partner 3	Matt KoJo
Partner 4	Nicole
Partner 5	Ashley Melissa

Parameter	3. Goals	4. Referrals
KPI	Customer Experience	Revenue
Affected Interactions	Partner 1 – 4153 out of 5214 Partner 2 – 3133 out of 5166 Partner 3 – 4167 out of 5223 Partner 4 – 4114 out of 5553 Partner 5 – 3253 out of 5566	Partner 1 – 5151 out of 5214 Partner 2 – 5141 out of 5166 Partner 3 – 5066 out of 5223 Partner 4 – 5116 out of 5553 Partner 5 – 5063 out of 5566

Pareto Analysis

The highlighted parameter are vital few which are impacting the overall Program QA Scores. All the agents should be coached to improve overall QA Score.



Big Rocks

Partner 1

Partner 2

Partner 3

Partner 4

Partner 5

- Temp Checks - 5200
- Referral - 5151
- Follow-up agenda & timeframe - 5184

- Temp Checks - 5154
- Referral - 5141
- Follow-up agenda & timeframe - 5150

- Temp Checks - 5193
- Referral - 5066
- Follow-up agenda & timeframe - 5190

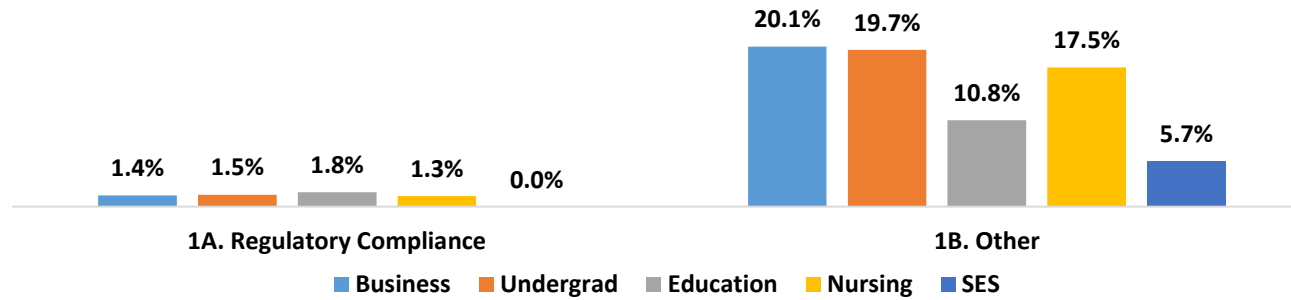
- Temp Checks - 5227
- Referral - 5116
- Follow-up agenda & timeframe - 5129

- Temp Checks - 5143
- Referral - 5063
- Follow-up agenda & timeframe - 5155

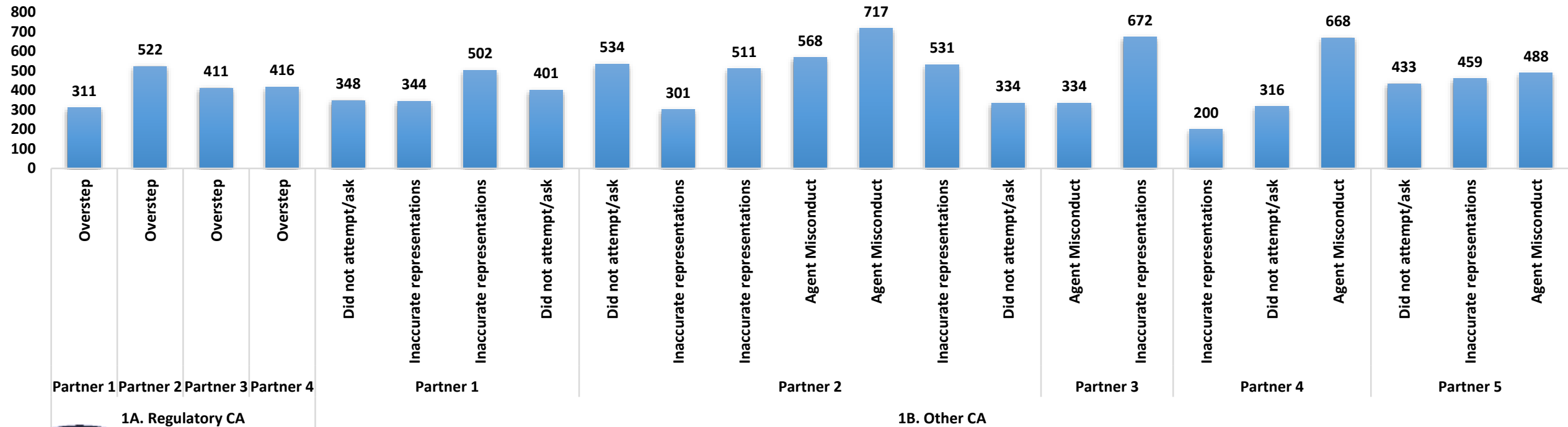


Compliance Alert Summary

Compliance Alert Parameters by Vertical



Elements Level Drill Down



Compliance Alert By Supervisor

Supervisor	Agent Misconduct	Did Not Attempt/Ask	Inaccurate Representations	Grand Total
Robert	0	625	211	836
Reylon	0	813	291	1104
Kat	0	532	0	532
Eberardo	0	515	117	632
Dwane	0	622	0	622
Kenny	0	313	156	469
Diana	0	310	0	310
Jean	0	422	0	422
Jamellah	0	205	0	205
Lewis	0	213	0	213
Salman	0	211	0	211
Tiffany	0	256	0	256
Shamar	0	414	0	414
Ashley	111	0	0	111
James	0	133	256	389
Mark	0	116	0	116
Total	111	5700	1031	6842

Agent Heat Map

Agent	Supervisor Name	Total Evaluation	Compliance Alert Evaluation	QA Score Without Compliance Alert	QA Scores With Compliance Alert	1. COMPLIANCE	2. SETTING THE AGENDA	3. LEARN	4. TAILORING A SOLUTION	5. NEXT STEPS	6. BEST PRACTICES	7. DOCUMENTATION
Paulina	Dwane	1211	211	92.09%	92.09%	100.00%	83.33%	95.53%	92.92%	95.35%	79.10%	150.00%
Sandra	Diana	1312	236	86.44%	86.44%	100.00%	100.00%	84.04%	86.85%	71.19%	84.11%	175.00%
Jason	Dwane	1466	231	85.92%	85.92%	100.00%	100.00%	80.78%	80.73%	70.23%	92.73%	150.00%
Alaina	Dwane	2011	339	83.44%	83.44%	100.00%	83.33%	103.74%	92.92%	59.57%	80.14%	125.00%
Jennifer	Kenny	1211	220	81.11%	81.11%	100.00%	88.89%	90.54%	64.56%	62.47%	78.09%	200.00%
Sam	Jamellah	897	311	79.10%	79.10%	100.00%	85.42%	81.57%	80.77%	64.05%	74.73%	162.50%
Donna	Kenny	1688	356	78.84%	78.84%	100.00%	91.67%	57.80%	68.62%	72.60%	79.10%	200.00%
Glen	Diana	1279	389	77.52%	77.52%	100.00%	79.17%	70.32%	64.62%	73.81%	73.18%	175.00%
Anthony	Kenny	1523	401	77.49%	77.49%	100.00%	66.67%	88.43%	56.46%	71.80%	73.42%	166.67%
Constance	Diana	1791	391	75.70%	75.70%	100.00%	75.00%	81.94%	57.50%	71.96%	68.03%	156.25%
Samone	Jamellah	1147	388	74.00%	74.00%	100.00%	72.22%	71.47%	76.72%	68.11%	68.73%	133.33%
Darien	Dwane	1522	412	71.34%	71.34%	100.00%	75.00%	75.60%	58.54%	59.19%	76.04%	112.50%
Regina	Diana	943	443	70.17%	70.17%	100.00%	83.33%	66.00%	56.50%	64.77%	67.25%	125.00%
India	Kenny	1683	419	69.45%	69.45%	100.00%	55.56%	79.66%	64.56%	65.69%	64.69%	100.00%
Selebrity	Diana	1343	421	85.76%	65.90%	87.50%	91.67%	107.15%	86.85%	66.27%	81.51%	137.50%
LaQuarius	Jamellah	886	420	65.74%	65.74%	100.00%	72.92%	62.81%	56.46%	57.86%	64.07%	125.00%
Ethan	Jamellah	813	449	65.52%	65.52%	100.00%	77.08%	54.98%	68.10%	61.95%	59.80%	100.00%
Onesimus	Diana	813	469	74.68%	65.17%	93.75%	77.08%	74.08%	60.02%	71.26%	72.27%	137.50%
Delorean	Diana	896	472	72.46%	65.08%	93.75%	91.67%	77.73%	66.10%	56.64%	69.20%	118.75%
Clay	Reylon	1431	503	65.04%	65.04%	100.00%	91.67%	46.05%	56.46%	55.39%	73.58%	75.00%





Jim Iyob
Chief Customer Officer



Thank You!

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