



Next-Gen BPO Services & Software Solutions

Contact Center Services | Quality Monitoring & Analytics | Custom Software Development

About Etech

Etech provides omnichannel customer engagement solutions for global leading brands across diverse verticals. Delivering exceptional, personalized customer experiences through innovative technology and experienced leadership, understanding business needs and providing strategic insights to drive results.

Why QEval?

QEval leverages AI to transform quality monitoring. Identify and address agent gaps in real-time. With expert guidance, gain actionable insights for ongoing training, compliance tracking, and continuous CX/operational improvements. QEval combines innovative tech with hands-on support to maximize value from your quality assurance.

Capture

360-degree view of your customer

Chats	Tickets	
Conversational metadata	Audio	Customer surveys
Email	Notes	Customer metadata
Texts	CRM	Social media aggregators

Compatible with virtually any tech stack

Analyze

Convert disparate CCI data sources into a single stream of insights



Transcribe 1 hour of audio in 5 seconds

- Text mining
- Complete data integration
- Automated triggers
- Automated QA
- Human-guided evaluations
- Business insights

Deliver

Actionable insights delivered near real time

Format agnostic delivery to the end point of choice

10%

Average Increase in Sales

50%

Reduction in Customer Effort

5%

Increase in Overall Sentiment Score

15%

Improvement in Contact Center Capacity