QA DATA INTEL VIEWBOARDS™

Aesbus QA Data Intel Viewboards empower contact center business managers and Quality Assurance (QA) Program management teams with real-time QA data dashboards for business intel on third-party contact center performance!

Viewboards provide secure access to real-time data to monitor performance measured against your organization's specific Key Performance Indicators (KPIs) and other industry metrics for contact center Customer Service Representatives (CSRs) across your global third-party contact center sites.

Solution Brief

The Challenge
A Look At Spreadsheets

Global organizations using third-party contact centers are commonly challenged with making well-informed decisions and business analyses based on outdated and unreliable spreadsheet reports on performance status.

Many third-party contact centers still provide spreadsheet reporting to their clients. But data time-lag and data inaccuracy continue to be the two biggest and most persistent drawbacks of using spreadsheets as a reporting tool.

- Performance status reporting based on spreadsheets can often be unreliable because the data is not real-time, and in some cases the data may have built-in formulaic errors.
- Third-party contact centers servicing the same client may be providing differently formatted spreadsheets that reflect different sets of data reporting parameters.
- Spreadsheets can also make centralization and sharing of performance status reports cumbersome and haphazard.
- Spreadsheets make it difficult to discern and analyze patterns or trends on performance over time (weekly, monthly, yearly) across multiple contact centers.
- Archival of data can be difficult, adversely impacting historical data analysis.

The Aesbus Solution

INNOVATION LEADER

Industry-leading companies are looking for innovative Quality Assurance (QA) solutions that can provide a superior way to efficiently and accurately keep track of contact center site and agent performance metrics and harness that QA data on a daily basis.

Aesbus QA Data Intel Viewboards create powerful, dynamic, and interactive data visualization of large amounts of information for enhanced data discovery and business insights.

Viewboards allow contact center business managers and QA management teams to take a step back and "clearly see" through the data.

- Interactive data visualization (graphs, charts, timelines) removes the complexity of overlapping layers of data—making it easier to grasp, understand, and analyze.
- Real-time QA performance data allows your QA teams to respond and take better-informed action promptly and confidently.
- Your QA teams can be pro-active with issues as they're developing, taking Customer Experience to the next level.
- Access to real-time QA performance data ensures that your QA teams have reliable information they can trust.

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The Challenge
An Inside Look

Contact centers are a mother lode of information—customer account and call-quality data to be more precise.

And contact centers typically use a myriad of reporting tools to crunch that data and generate reports.

In the mix of new contact center technologies and platforms, spreadsheets still play a big role as a reporting tool despite their well-known limitations (worksheet tabs, scrolling across way-too-many columns and rows, linked data cells that go berserk inexplicably…without fail).

Contact center business managers and supervisors are mostly responsible for providing reports on various aspects of site performance to other departments within the company.

These reports also include call center site Quality Assurance (QA) and performance metrics data that are significantly crucial to site organizational and operational improvement.

The Aesbus Solution

INNOVATION PHILOSOPHY

Leaders in Customer Experience understand that service quality must be continuously monitored and improved to maintain an effective QA Program.

Aesbus QA Data Intel Viewboards—data visualization dashboards—provide an innovative and easily accessible platform for viewing, monitoring, and analyzing Key Performance Indicators (KPIs) and other industry metrics on Customer Experience.

- Contact center internal users (executives, supervisors, managers, trainers, etc.) can access various types of data views for up-to-date information and analysis.
- QA data views are a matter of a few clicks for quick access.
- Data views are based on user-access level.
- Dynamically generated graphs, charts, and timelines provide deeper and clearer business insights on what's working and what may need improvement.
- Tracking and monitoring of real-time QA data facilitate better-informed decision-making.
- Backend administrative and security access modules provide varying levels of user-access privileges.

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The Challenge
A Look At The Big Picture

Managing contact centers requires being constantly dialed into the latest metrics and Key Performance Indicators (KPIs) so they can reduce handling times, increase productivity, and meet service level agreements.

Contact centers are committed to delivering the highest level of service to their customers, which is why they need to be able to continuously and accurately monitor their performance.

The big-picture challenge for contact center Quality Assurance (QA) management is being able to capture a lot of data from multiple sources to check on current real-time and historical performance status for Customer Service Representatives (CSRs) across multiple contact center sites.

The Aesbus Solution

INNOVATION EMPOWERMENT

Global organizations that focus on Customer Experience leadership drive excellence in Customer Service at every level. That requires meticulous and continuous attention to details.

Companies that deliver a superior Customer Service and Customer Experience outperform their competition.

Aesbus QA Data Intel Viewboards include meaningful interactive visuals (graphs, charts, timelines) that allow contact center business managers and QA management teams to grasp, analyze, interpret, and—most powerfully, understand the big picture in the thick of details. That's empowerment.

- Contact center business executives and QA management teams are empowered with real-time data at their fingertips—accessible any time.
- Customizable KPIs, data categories, and search filters make it easy to slice and dice the data.
- Data view options for timelines, contact center sites (location), and individual CSRs provide granularity for meaningful business intelligence.

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From Big Picture To Details In A Click

" HERE'S WHAT SOME OF OUR CLIENTS ARE SAYING: THE AESBUS SOLUTION

- *Being able to have graphs and other data updating real-time on the dashboards is invaluable.*
- *We can spot changes in QA and performance trends across timelines and contact center sites for specific agents.*
- *We can pick up on issues before they become a problem.*

MAP IT

EXPLORE & VIEW | Web-based **Aesbus Data Intel Viewboards** display different dynamic data views (graphs, charts, timelines) of QA performance information, allowing contact center business managers and QA management teams to more easily explore and better understand the information.

ZOOM IN/ZOOM OUT

VIEW DETAILS OR SUMMARIES | **Viewboards** include zoom features to expand or collapse data views—to drill down dense QA data sets for more detailed information.

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GET RICHER INSIGHT

INTERACT WITH THE DATA | Web-based Aesbus Data Intel Viewboards display highly-interactive dynamic QA performance reports that convert real-time data into engaging data visualizations for easier understanding and improved business analysis.

TRUST THE DATA

STAY CURRENT | Viewboards display up-do-date QA performance information that contact center business managers and QA management teams can trust.

GET THE DATA NOW

ACCESS DATA ANYTIME | Viewboards offer flexibility and convenience by providing 24/7 instant access to the QA performance data that contact center business managers and QA management teams need to make better-informed decisions.

SELECT TIMELINES

SEE DATA ACROSS TIME | Viewboards render dynamic and interactive timelines that convey a lot of QA performance information for specific blocks of time (customizable timelines).

VIEW TREND LINES

MOVE DATA POINTS | Viewboards generate trend lines automatically, with interactive points that can be adjusted, updating the QA performance data set accordingly.

GET IT AT-A-GLANCE

VIEW IT ON ONE SCREEN | Viewboards can take a large amount of QA performance data and present it for easy and quick consumption in a centralized manner—in well-designed data views—allowing contact center business managers and QA management teams to quickly absorb the information at-a-glance.

SLICE AND DICE

SORT, FIND & VIEW DATA | Aesbus Data Intel Viewboards include robust search filters based on content classifications and performance metrics—allowing contact center business managers and QA management teams to quickly and reliably find the QA performance information they need.

> *NOTE:* Aesbus also offers a versatile **Call Quality Evaluations Template Builder** that can be customized based on your specific performance metrics that serve to substantiate, support, and advance your Customer Experience initiatives and agent development improvement.
>
> - First Call Resolution (FCR)
> - Customer Satisfaction (CSAT)
> - Relevant Key Performance Indicators (KPIs)
> - Customer Effort Score (CES)
> - Net Promoter Score (NPS)

QA Data Intel Viewboards
Real-Time Access

RESULTS & BENEFITS: IMPROVED TRANSPARENCY, MONITORING & DECISION-MAKING

Web-based Aesbus Data Intel Viewboards integrate data and metrics for more efficient management and richer analysis of Quality Assurance (QA) performance information across global contact centers.

Contact center business managers and QA management teams are better informed and empowered with timely and accurate QA performance information.

- Web-based 24/7 access provides transparency of QA performance information for different access levels of internal users (executives, managers, supervisors, trainers, agents).
- Data from multiple contact centers is collected and displayed in meaningful real-time data views (graphs, charts, timelines, etc.).
- Easily accessible and interactive data views make it easy to monitor progress toward specified business goals, Key Performance Indicators (KPIs), and other industry metrics.
- Real-time data views provide your QA teams with better information to make decisions in a more timely and proactive manner.
- Timelines and historical data views help identify trends and opportunities for improvement in Customer Experience, QA Program initiatives, and agent development training.

For more information:
sales@aesbus.com

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