
Quality Management Guide

Overview

This guide is for contact center supervisors who manage [quality assurance projects](#), [design evaluation forms](#) or [evaluate and score interactions](#).

Verba Performance and Quality Management system provides an easy-to-use and flexible solution for developing quality management system in a contact center. A key part of this framework is the agent scoring component.

Quality Management Process

You can use Verba to improve the quality of your contact center in 4 steps:

1. **Establish quality management criteria** - You can do this by [designing your evaluation forms](#)
2. **Identify the scope of your quality management work** - In Verba, this is achieved by [setting up evaluation projects](#)
3. **Evaluate interactions** - This is an ongoing work, where you are [evaluating and scoring interactions](#)
4. **Follow results** - You can use [reporting and dashboards](#) to follow quality assurance progress

Features

Easy-to-use evaluation forms

- Intuitive, user friendly, web based interface with drag & drop features
- Entirely integrated into the Verba Recording System framework
- Multiple question types with appearance control (radio, listbox, etc.)
- Weighting (sections, questions)
- Skill assignment feature for questions to provide an additional layer of evaluation
- Form auto fail options for each question
- Default value settings
- 30+ configurable form and call detail fields displayed on the scorecard

Flexible selection of interactions for evaluation and scoring

- Project based framework
- Option for group/agent based call selection
- Mathematically and statistically correct random selection
- Configurable access control for supervisors
- Score classification settings
- Interactions for scoring are automatically presented for the supervisors in the project
- Integrated Verba Player with all the features including enhanced playback controls, markers, etc.
- Support for sharing and discussing scorecard information with agents
- Supervisor calibration

Table of contents

Designing evaluation forms

Contact center supervisors can design various evaluation forms for consistent scoring of agent interactions.

- [Evaluation form list](#)
- [Evaluation form details](#)
- [Using the form designer](#)
- [Skill list](#)
- [Skill details](#)

Setting up evaluation projects

Agent scoring happens in evaluation projects, defined by a set of calls and an evaluation form used by the supervisors for scoring.

- Evaluation project list
- Creating an evaluation project

Evaluating and scoring interactions

This topic describes how the actual evaluation project is executed by supervisors.

- Find and list calls for evaluation
- Scoring
- Calibrating evaluations

Reporting and Dashboards

Screen capturing

License requirements

In order to use the capabilities described in this guide, the user add-on called **Verba Add-on QM License** is required for all analyzed users (typically the contact center agents monitored by your supervisors).