

QEval vs Traditional Platform

See how our AI-powered quality assurance and performance management solution transforms your contact center with data-driven insights, automated workflows, and comprehensive analytics.

| Feature/Capability | QEval | Traditional Platforms |
|----------------------------------|--|--|
| Analysis Approach | Comprehensive <ul style="list-style-type: none"> ✔ Evaluates 100% of customer interactions ✔ Advanced speech analytics with AI ✔ Multi-dimensional sentiment analysis | Limited <ul style="list-style-type: none"> ✘ Manually reviews small sample ✘ Inconsistent evaluation criteria ✘ Limited or no sentiment analysis |
| Integration Capabilities | Unified Dashboard <ul style="list-style-type: none"> ✔ Integrates telephony, CRM, survey tools ✔ Platform-agnostic design ✔ Restful API support for integration | Data Silos <ul style="list-style-type: none"> ✘ Separate systems for QA, coaching ✘ Limited or proprietary integrations ✘ Multiple logins for different tools |
| Quality Assurance | Automated & Comprehensive <ul style="list-style-type: none"> ✔ Evaluates 100% of interactions ✔ Objective scoring based on AI analysis ✔ Automated scorecard generation | Manual & Limited <ul style="list-style-type: none"> ✘ Evaluates 1-3% of interactions ✘ Subjective evaluation by humans ✘ Manual scorecard completion |
| Agent Coaching | Data-Driven & Targeted <ul style="list-style-type: none"> ✔ AI-powered coaching recommendations ✔ Auto-schedules coaching sessions ✔ Measures coaching effectiveness | Generic & Inconsistent <ul style="list-style-type: none"> ✘ Generic training programs ✘ Manual coaching session scheduling ✘ No tracking of coaching impact |
| Implementation Time | 30 Days <ul style="list-style-type: none"> ✔ Structured implementation framework ✔ No-code implementation setup ✔ Pre-built templates and configurations | 90-120 Days <ul style="list-style-type: none"> ✘ Complex setup requirements ✘ Extensive custom configuration ✘ Multiple integration steps |
| Analytics & Reporting | Comprehensive & Real-time <ul style="list-style-type: none"> ✔ Predictive analytics and trends ✔ Customizable dashboards for all users ✔ Automated report generation | Basic & Delayed <ul style="list-style-type: none"> ✘ Retrospective reporting only ✘ Limited dashboard customization ✘ Manual report creation |
| Compliance & Security | Advanced Protection <ul style="list-style-type: none"> ✔ Automatic PCI/sensitive data redaction ✔ AES-256 encryption for all data ✔ Role-based access control | Basic Security <ul style="list-style-type: none"> ✘ Manual PCI compliance processes ✘ Limited encryption implementation ✘ Basic permission management |
| AI & Machine Learning | Built-In & Advancing <ul style="list-style-type: none"> ✔ Secure LLM dedicated to your instance ✔ Optional Azure OpenAI integration ✔ NLP for conversation analysis ✔ Continuous learning from patterns | Limited or None <ul style="list-style-type: none"> ✘ Basic keyword matching only ✘ No machine learning capabilities ✘ No natural language understanding |
| ROI & Business Impact | Measurable & Substantial <ul style="list-style-type: none"> ✔ Quantifiable impact on metrics ✔ Generates ROI reports for training ✔ Near-instant return on investment | Difficult to Measure <ul style="list-style-type: none"> ✘ Limited correlation with performance ✘ No ROI tracking for coaching efforts ✘ Extended time to value realization |

QEval Implementation Milestones

A Structured approach to transform your contact center with data-driven quality management in just 30 days



The next generation contact center QA solution powered by AI analytics to transform agent performance and customer satisfaction

QEval replaces traditional manual quality assurance with a comprehensive AI-powered platform that analyzes 100% of customer interactions delivers actionable insights to improve performance.

Automated Quality Assurance



Evaluate 100% of interactions across all channels with AI-powered analysis for consistent, objective scoring and feedback.

Data-Driven Training Allocation



Automatically identify skill gaps, assign relevant training, and track improvements to optimize agent development.

Coaching Lifecycle Management



Schedule coaching sessions, provide detailed analyses, and track the effectiveness of coaching interventions.

Performance Trending & Analytics



Analyze historical data, predict performance trends, and proactively address issues before they escalate.

ROI Measurement



Quantify the impact of training and coaching initiatives with detailed ROI reporting and resource optimization insights.

Multi-Dimensional Sentiment Analysis



Analyze customer emotions throughout interactions, measure agent empathy, and track sentiment trends for process improvement.

Technical Specification

QEval's comprehensive platform is built on a robust technical architecture designed for security, scalability, and seamless integration.

Platform Infrastructure

- ✓ AWS datacenter hosting in USA
- ✓ Secure cloud infrastructure
- ✓ Scalable computing resources
- ✓ Redundant data storage
- ✓ High-availability architecture

Security Protocols

- ✓ AES 256 encryption standard
- ✓ RSA keys at rest for data protection
- ✓ TLS 1.2+ for all data transmission
- ✓ Comprehensive security framework
- ✓ PCI compliance with automatic redaction

Integration Capabilities

- ✓ RESTful API support
- ✓ Webhook capabilities
- ✓ Real-time data synchronization
- ✓ CRM integration support
- ✓ Multi-system connectivity options

Voice Analysis Features

- ✓ Advanced silence detection
- ✓ Comprehensive overtalk analysis
- ✓ Real-time category monitoring
- ✓ NLP for conversation analysis
- ✓ Automated call summarization

Implementation & Deployment

- ✓ 30-day implementation timeline
- ✓ No-code implementation setup
- ✓ Cloud, hybrid, or on-premise options
- ✓ Platform-agnostic design
- ✓ Free cloud migration support

AI & Machine Learning

- ✓ Closed-source secure LLM option
- ✓ Client-owned Azure GPT integration
- ✓ Pattern recognition technology
- ✓ Real-time performance analytics
- ✓ Predictive quality assessment



Measurable Results

QEval delivers significant, quantifiable improvements in contact center operations and performance.

100%

Interactions Analyzed

40%

Reduced QA Time

25%

Improved CSAT Scores

30

Day Implementation

20%

Reduced Handle Time