QEval®

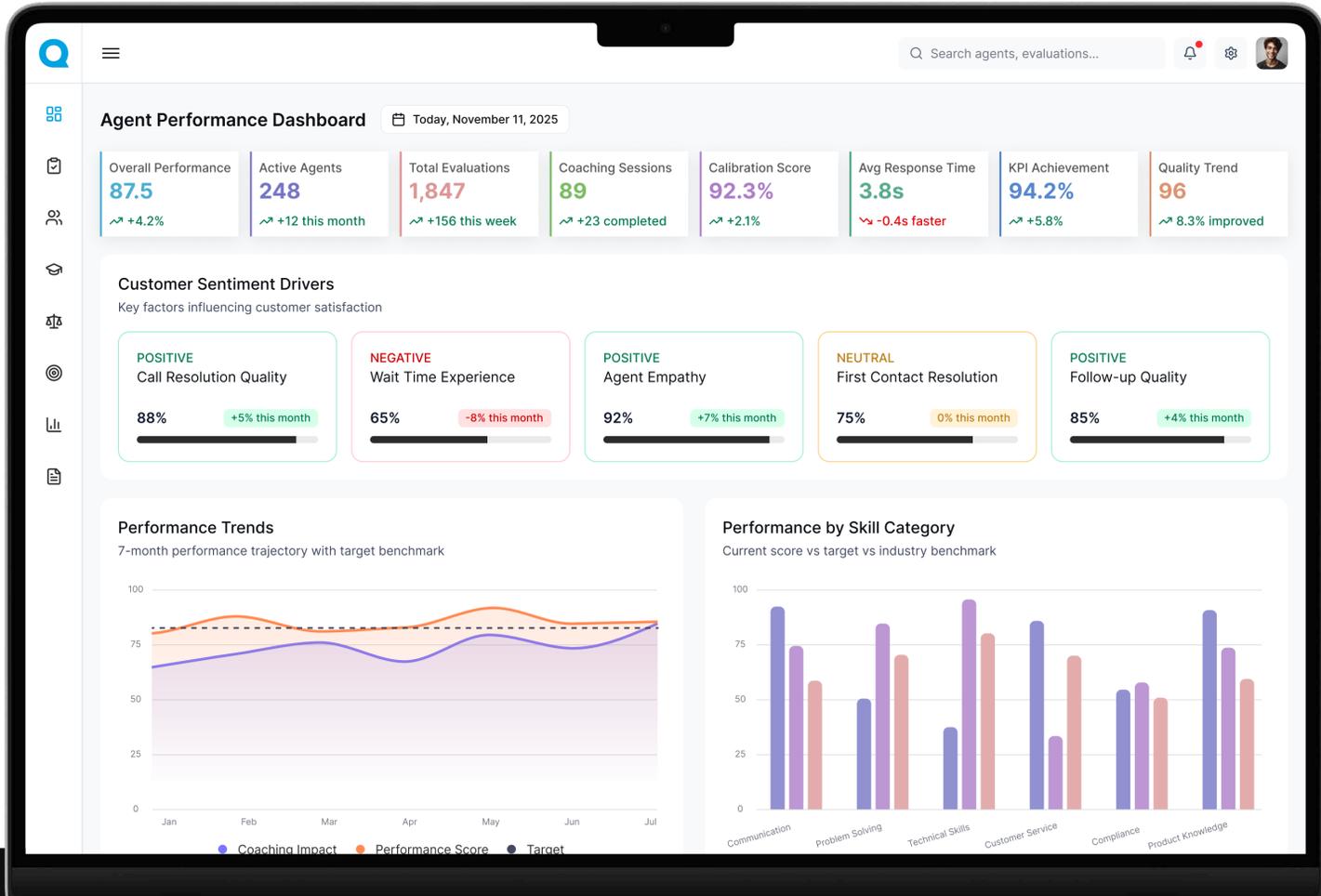# Transform Your Contact Center with AI-Powered Analytics

QEval revolutionizes quality assurance by analyzing **100% of customer interactions** across all channels, delivering actionable insights that drive performance.

100% INTERACTIONS ANALYZED	**30** DAYS IMPLEMENTATION
25% CSAT IMPROVEMENT	**40%** REDUCED QA TIME

Agent Performance Dashboard — Today, November 11, 2025

Search agents, evaluations...

| Overall Performance **87.5** ↗ +4.2% | Active Agents **248** ↗ +12 this month | Total Evaluations **1,847** ↗ +156 this week | Coaching Sessions **89** +23 completed | Calibration Score **92.3%** ↗ +2.1% | Avg Response Time **3.8s** ↘ -0.4s faster | KPI Achievement **94.2%** ↗ +5.8% | Quality Trend **96** ↗ 8.3% improved |

Customer Sentiment Drivers
Key factors influencing customer satisfaction

POSITIVE Call Resolution Quality	NEGATIVE Wait Time Experience	POSITIVE Agent Empathy	NEUTRAL First Contact Resolution	POSITIVE Follow-up Quality
88% +5% this month	65% -8% this month	92% +7% this month	75% 0% this month	85% +4% this month

Performance Trends
7-month performance trajectory with target benchmark

Jan Feb Mar Apr May Jun Jul

● Coaching Impact ● Performance Score ● Target

Performance by Skill Category
Current score vs target vs industry benchmark

Communication, Problem Solving, Technical Skills, Customer Service, Compliance, Product Knowledge

QEval vs Traditional Platforms

Feature/Capability	QEval	Traditional Platforms
Analysis Approach	✓ Evaluates 100% of interactions ✓ Advanced AI speech analytics ✓ Multi-dimensional sentiment analysis	✗ Manual review of small samples ✗ Inconsistent evaluation criteria ✗ Limited sentiment analysis
Integration	✓ Unified dashboard ✓ Platform-agnostic design ✓ RESTful API support	✗ Data silos ✗ Limited integrations ✗ Multiple logins required
Implementation	✓ 30-days deployment ✓ No-code setup ✓ Pre-built templates	✗ 90-120 days ✗ Complex configuration ✗ Extensive customization
AI & Machine Learning	✓ Secure LLM included ✓ NLP conversation analysis ✓ Continuous learning	✗ Basic keyword matching ✗ No ML capabilities ✗ No NLP understanding

Global Language Support

QEval supports 35+ languages and regional variants, making it one of the most linguistically diverse contact center analytics platforms available.

Current Languages

🇬🇧 **English**
US, UK, Australian, New Zealand, Indian variants

🇪🇸 **Spanish**
Standard and Latin American variants

🇫🇷 **French**
Standard and Canadian French

🇩🇪 **German**
Standard and Swiss German

🇵🇹 **Italian, Portuguese**
Brazil and Portugal

🇯🇵 **Japanese**
Tokyo and Standard Voice

🇳🇱 **Dutch**
Including Flemish

🇸🇪 **Nordic languages**
Swedish, Norwegian, Danish, Finnish

🇷🇺 **Eastern European**
Russian, Polish, Czech, Slovak, Hungarian, Romanian, Bulgarian, Ukrainian

🇱🇻 **Baltic**
Estonian, Latvian, Lithuanian

🇬🇷 **Greece**
Greek

🇰🇷 **Korean**
South Korea Standard

✅ Key Advantages

- ✅ Automatic language detection
- ✅ Contact center specialized
- ✅ Mid-conversation switching
- ✅ Zero configuration required
- ✅ Regional variant recognition

30-Day Implementation Journey

Phase 1:
Initiation
● 1-5 DAYS

Project setup, requirements analysis, team formation, and discovery meetings to understand your unique needs.

Phase 2:
Planning
● 6-10 DAYS

System design, storyboard creation, integration planning, and configuration design with client review.

Phase 3:
Execution
● 11-25 DAYS

Media ingestion, category roadmap creation, initial calibration, and automation setup.

Phase 4:
Verification
● 26-27 DAYS

Performance baseline establishment, monitoring setup, and alert configuration.

Phase 5:
Go-Live
● 28-30 DAYS

System handover, documentation delivery, agent and admin training, and support transition.

Transformative Features

Automated Quality Assurance

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

Data-Driven Training

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

Coaching Lifecycle

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

Performance 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.

Sentiment Analysis

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

Next-Generation AI Capabilities

Cutting-edge AI features that deliver immediate, measurable impact on your contact center operations.

Auto Coach AI

Supervisors get instant coaching recommendations with zero guesswork

● 40% FASTER AGENT IMPROVEMENT CYCLES

Analytics AI

Ask your data questions in plain English, get instant insights

● MANAGERS SAVE 3+ HOURS DAILY

Enhanced Call Summarization

AI creates perfect call summaries automatically

● 100% REDUCTION IN DOCUMENTATION TIME

One-Click Coaching

Complete coaching sessions set up in seconds

● 300% INCREASE IN COACHING FREQUENCY

Gamification Engine

Real-time leaderboards, team challenges, and automated call savings tracking

● 60% HIGHER ENGAGEMENT + TEAM RECOGNITION

Auto Survey System

100% interaction coverage with smart timing optimization

● 6% → 18% RESPONSE RATE INCREASE

Enterprise-Grade Technology

Platform Infrastructure

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

Security & Compliance

* AES 256 encryption standard
* TLS 1.2+ data transmission
* PCI PHI and PII compliance & auto-redaction
* Role-based access control
* SOC 2 Type II certified

AI & Analytics

* Secure LLM dedicated instance
* Azure OpenAI integration
* Real-time performance analytics
* Predictive quality assessment
* Pattern recognition technology

Licenses and Certifications

SOC 2 Type II	GDPR Compliant	PCI DSS	ISO 27001	HIPAA Compliant	AICPA SOC