

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

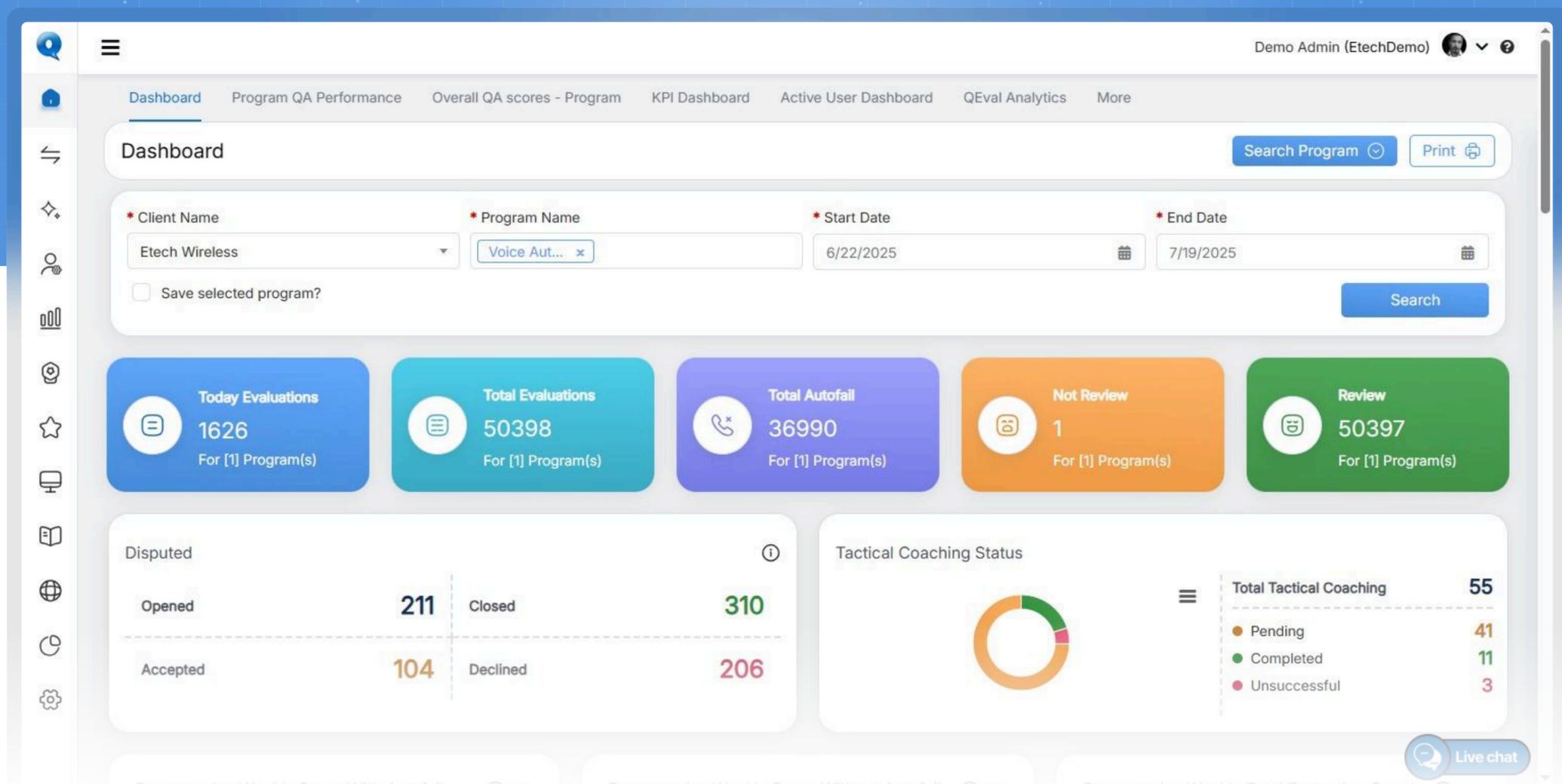
DAY IMPLEMENTATION

25%

CSAT IMPROVEMENT

40%

REDUCED QA TIME



QEval vs Traditional Platforms

Feature/Capability	QEval	Traditional Platforms
Analysis Approach	<ul style="list-style-type: none">✔ Evaluates 100% of interactions✔ Advanced AI speech analytics✔ Multi-dimensional sentiment analysis	<ul style="list-style-type: none">✘ Manual review of small samples✘ Inconsistent evaluation criteria✘ Limited sentiment analysis
Integration	<ul style="list-style-type: none">✔ Unified dashboard✔ Platform-agnostic design✔ RESTful API support	<ul style="list-style-type: none">✘ Data silos✘ Limited integrations✘ Multiple logins required
Implementation	<ul style="list-style-type: none">✔ 30-day deployment✔ No-code setup✔ Pre-built templates	<ul style="list-style-type: none">✘ 90-120 days✘ Complex configuration✘ Extensive customization
AI & Machine Learning	<ul style="list-style-type: none">✔ Secure LLM included✔ NLP conversation analysis✔ Continuous learning	<ul style="list-style-type: none">✘ 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

 **Dutch** including Flemish

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

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

 **Baltic** Estonian, Latvian, Lithuanian

 **Greek** Estonian, Latvian, Lithuanian

Coming October 2025

 **Chinese** Mandarin & Cantonese

 **Japanese & Korean**

 **Hindi, Thai, Vietnamese**

 **Indonesian & Malay**



Key Advantages

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



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 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

Enterprise-Grade Technology



**SOC 2
TYPE II
CERTIFIED**

SOC 2 Type II



GDPR Compliant



PCI DSS



ISO 27001



HIPAA Compliant



AICPA SOC