MITEL QUALITY MANAGEMENT

Continuously Improving the Customer Experience

Customers, agents, supervisors, and your entire company will benefit from monitoring and improving the quality of customer interactions. It's no secret that delivering memorable customer experiences drives customer loyalty and retention. In order to improve the customer experience, you must monitor it, find areas to improve it, and then affect changes in people and processes to close the loop.

For today's customer experience (CX) managers to run a more effective and efficient contact center, they need the insights necessary to drive continuous improvement. Monitoring customer interactions for trouble spots and applying the appropriate remedies not only empowers agents to enhance their customer service but also increases productivity while reducing agent attrition.

Meet Mitel Quality Management

Mitel Quality Management works together with Mitel Interaction Recording to record, analyze and evaluate customer interactions in order to gain deep insights into processes, agent behavior, and service quality.

Agent Evaluations

Integral to the QM process are Agent Evaluations (also known as scorecards). Supervisors listen to recorded playbacks of customer interactions and evaluate the quality of the interaction by rating agents on how well they performed their required tasks and their soft skills.

Leverage a pre-built evaluation form library to hit the ground running—or design your own to fit your unique business needs. Evaluations are stored centrally and accessed according to user rights. They can be printed, exported, shared, and used to generate reports at the agent, team or group level.

AGENT FEEDBACK

Actively soliciting agent feedback into the quality management process is an essential part of continuous service quality improvement. The Agent Feedback function allows agents to add comments to their evaluations. They can even express their agreement with the evaluation or reject it. The agent's positive or negative feedback serves as the agent's digital signature of the evaluation.

CALIBRATION

Calibrating agent evaluations ensures that your managers, supervisors and QA teams can consistently evaluate agent performance against key technical behaviors (e.g., compliance and procedural issues) and soft skills (e.g., empathy, politeness, helpfulness).

Ask all supervisors to individually evaluate sample interactions and then invite them to a calibration session using the Calibrations module. During the calibration session, supervisors align their ratings in order to establish uniform evaluation criteria across the organization and set the gold standard for success.

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Performance Management

Keep track of your critical KPIs in over 30 predefined or customized reports to track and analyze performance. Want real-time insight? Simply view your personalized dashboard which you can expand and customize anytime.

Mitel Quality Management offers a variety of tools and features that give you a clear view into the health of your operations:

QUALITY ALARMS

Quality alarms alert management when quality levels are below threshold and automatically assign eLearning packages to identified agents.

REPORTS & DASHBOARDS

Clear dashboards and easily modifiable text-based or graphical reports provide actionable displays of quality metrics for individual agents, teams and groups.

AUTOMATIC ASSIGNMENTS

Random supervisor assignment of sessions for evaluation eliminates subjective bias so agents know that they're being evaluated on a random sample of sessions and not on a few bad interactions with customers.

Analytics-Driven Quality Management

Integration with Mitel Speech and Desktop Analytics leverages advanced analytics tools to optimize the quality evaluation process. The Analytics module identifies sessions that contain problem areas, so supervisors spend less time searching and more time fixing.

Synchronized recording and analysis of phone calls and agent screen activities gives CX professionals detailed insights into the quality of customer interactions while illustrating methods to streamline agent performance.

Coaching and Learning

Once agent evaluations are complete and analyzed in reports, managers can assign individualized eLearning courses and quizzes to agents that are designed to shore up agent skills.

The most effective agent training is based on using actual customer interactions to teach best practices. Sessions can be marked as best-practice or worst-practice examples anytime and be used in future training.

Drive continuous improvement in your customer experience with Mitel Quality Management.

How can you benefit

Mitel Quality Management delivers many benefits:

- Increases customer loyalty and retention which drives revenue growth

- Identifies low-performing processes so you can optimize them and reduce costs

- Well-trained and motivated agents provide competent, solution-oriented service

- Makes the center's service level transparent and measurable

- Motivates agents to actively take part in the creation of positive customer experiences

- Individually created evaluation templates means supervisors can execute precise agent evaluations according to your company's goals

- Helps you comply with legal requirements in order to avoid penalties

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