

Quality Monitoring Assessment

Product No. 10283

Response Design Corporation 

CREATING THE UNCOMMON CALL CENTER



Quality Monitoring Assessment

Are you charged with updating your quality monitoring program? Are you implementing new quality monitoring technology? Are you looking for greater returns from your quality monitoring efforts? If so, read on.

Quality Monitoring Assessment Goal

The goal of the quality monitoring assessment is to determine how to take an organization's quality monitoring program from its current state to the next level of performance.

Objectives

The objectives of the quality monitoring assessment are to:

1. Understand the state of the organization's current quality monitoring program;
2. Suggest changes to the program that align with the organization's overall business strategy;
3. Ensure that best-practice monitoring principles are balanced with the uniqueness of the contact center and organization;
4. Incorporate feedback from stakeholders;
5. Assess required performance management support for an improved quality monitoring program; and
6. Recommend finalized changes to the quality monitoring program design, and present a migration map to assist the team through implementation and change management.

Assessment Process

The entire assessment process takes approximately six weeks, depending on availability of contact center resources (see "Example Timeline" below); it includes the following activities:

1. Orientation teleconference
2. Document review
3. On-site interviews and observation
4. Analysis
5. Report readout

Each step of the assessment process is addressed below.

Orientation teleconference

During this two-hour teleconference, Response Design provides an overview of the assessment process and discusses the contact center background. The agenda includes:

1. Assessment logistics
2. Assessment timeline
3. Assessment process overview
4. Contact center assessment objectives
5. Contact center and organizational strategy
6. Contact center organizational structure
7. Contact center business parameters for the program (e.g., resources, policies, etc.)
8. Quality monitoring technology (current and planned)
9. Quality monitoring objectives

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10. Document request

Response Design provides the organization with material to review prior to this call; we use this information to help guide the interviews and observations during the on-site visit.

Document review

Response Design requests pertinent documents from the organization during the orientation teleconference. These are delivered to us at least one week prior to the on-site meeting.

Response Design reviews the documents prior to the on-site visit, and uses the insights to direct the on-site interviews and observations.

On-site interviews and observation

Response Design spends at least one day with the contact center team discussing the quality monitoring program. Depending on the organization, meetings may include the following contact center teams / people:

1. Quality monitoring group
2. Training
3. Contact center management team (Vice President, Director, Manager)
4. Workforce management team
5. Human Resources
6. Agent focus groups
7. Supervisor focus group
8. Individuals who produce agent performance reports

Analysis

Once the site visit is complete, Response Design analyzes the findings and determines the optimal “best practice” options for the organization.

Report readout

Response Design delivers the recommendations to the organization during a two-hour teleconference; we use this readout session to receive the organization’s feedback on the recommendations. Based on the feedback, we update the final written report and deliver it to the organization within two weeks of the readout session.

Example Timeline

The following example assumes optimum scheduling and customer resource availability:

Week One: Response Design delivers pre-work to you and conducts the orientation teleconference

Week Two: Your organization sends the requested documents to Response Design; we review the documents prior to the on-site visit

Weeks Three and Four: Response Design completes its on-site visit and analysis

Weeks Five and Six: Response Design completes readout session and delivers report



Deliverables

Response Design delivers a written report outlining the findings and recommendations of the assessment. Included in the report is a map of the required steps to migrate to this tailored, best-practice quality monitoring program.

Fee

\$10,000 plus travel expenses