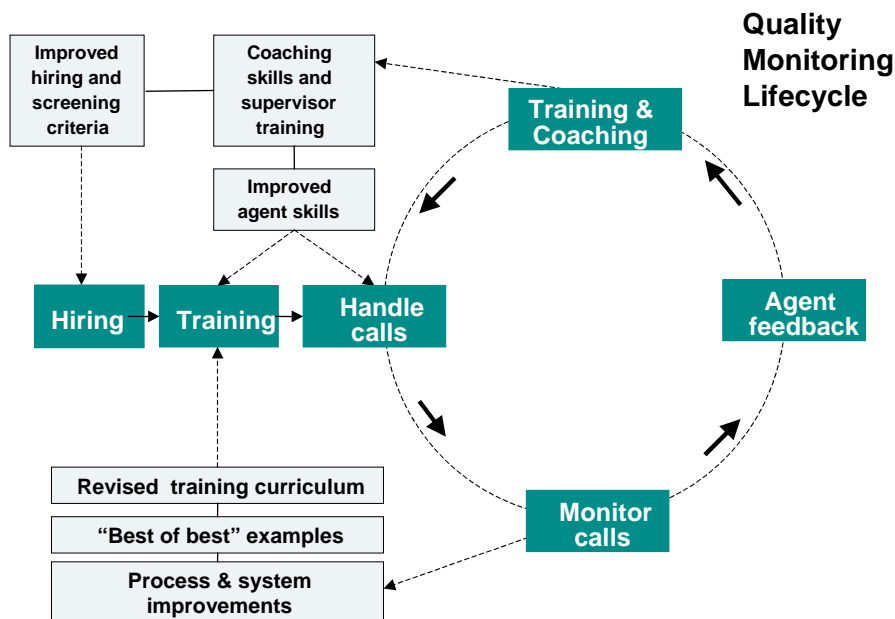


This is an excerpt from Centerserve's Quality Monitoring e-Toolkit

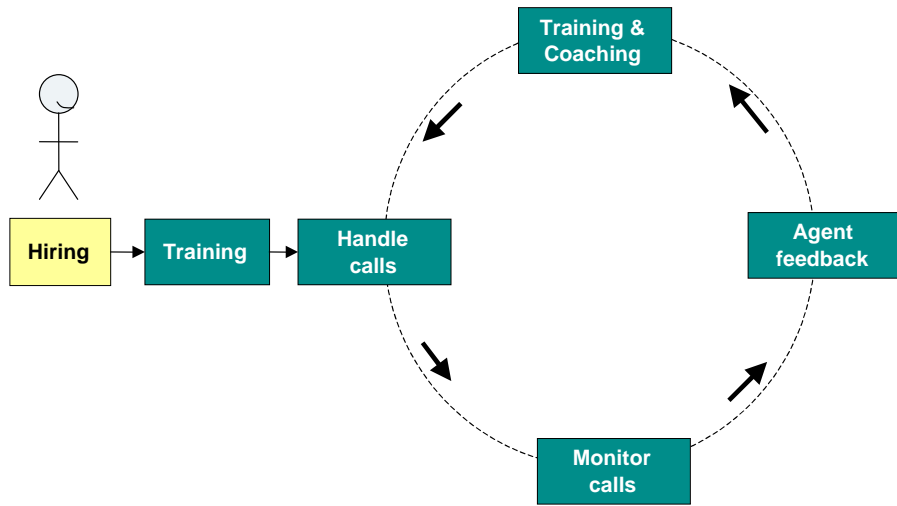


Quality Monitoring Lifecycle

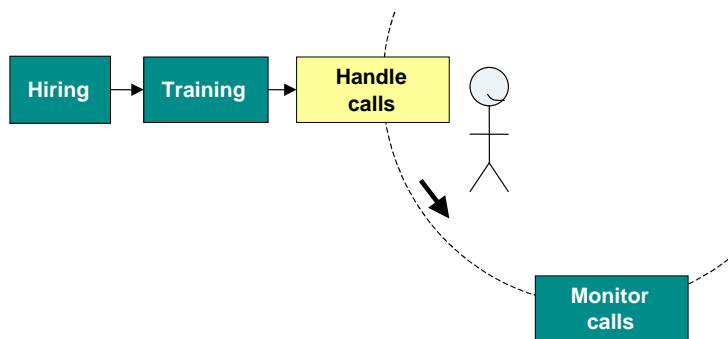
The Quality Monitoring Lifecycle shown in the figure below is a critical model for designing or improving your quality monitoring program.



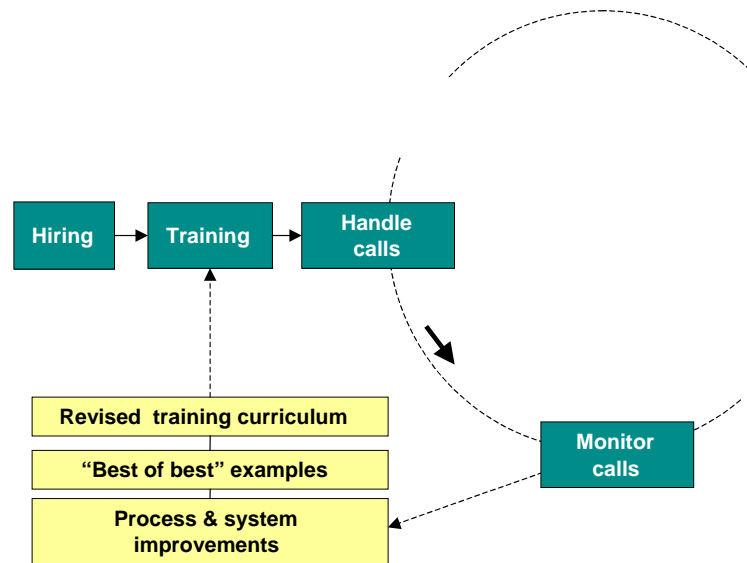
When agents are **hired**, they enter into the Quality Monitoring Lifecycle.



Agents immediately begin **training**. During this training period, they are monitored closely for areas of weakness or skills gaps. Once they have successfully completed the training, new agents are allowed to **handle calls**. It is at this point that they enter the monitoring loop where contacts are monitored on a regular basis.

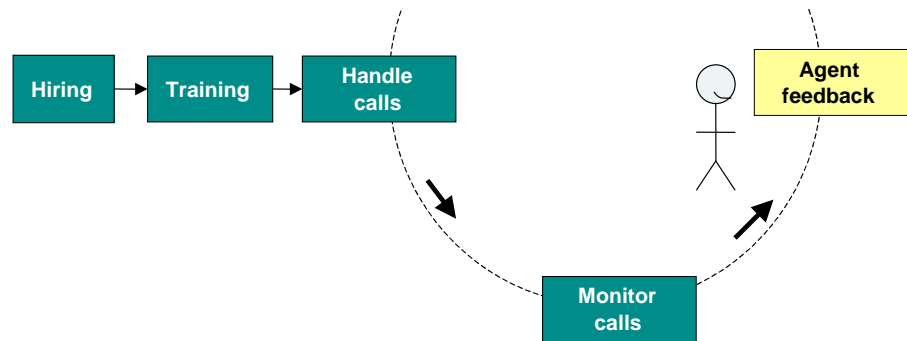


Monitoring often immediately brings to light various **issues** and **information** that result in changes to the current process or alterations in training methods.



Issues that relate to process and system improvements, revised training curriculum and coaching are often easy to spot once quality monitoring commences. These and related issues may be raised throughout the monitoring cycle and usually impact training and work processes.

Feedback is the next step in the lifecycle. Agents are given evaluations based on their monitored contacts.



Feedback goes to two major destinations: to the **agent** and to the **system**.

Agent feedback is an evaluation that directs the agent toward training or coaching sessions in order to improve performance. The system benefits because group or process issues come to the forefront. Often system changes are implemented, training or hiring is altered, or the monitoring process itself is changed.

