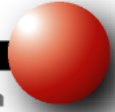


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The Knowledge Source
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Call Center Quality Monitoring Toolkit - Abstract

Prosci Research is the world's leading supplier of call center benchmarking reports and research-based toolkits. Prosci conducts annual research projects that have involved more than 400 call centers from 24 countries. Prosci also sponsors the Call Center Learning Center, the web's most comprehensive site for call center resources. Prosci's products include research and benchmarking reports, toolkits for project leaders and consultants, and handbooks for employees and managers.

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Call Center Quality Monitoring Toolkit

How to monitor and ensure quality customer experiences

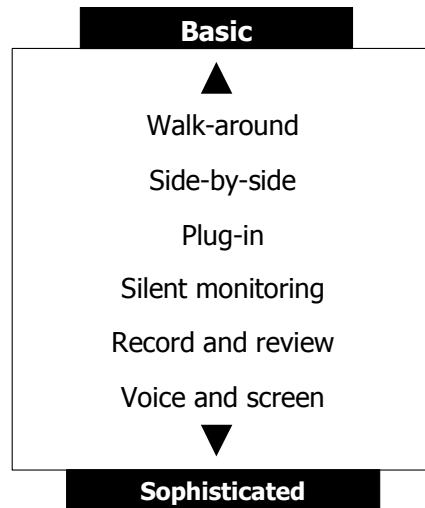
Prosci's *Quality Monitoring Toolkit* is the most comprehensive guide available for quality monitoring. Whether you are just starting a new program for monitoring contacts, or need to overhaul your current call monitoring program, this toolkit provides definitive guidelines and templates for both phone and multi-media contact monitoring. Using research data from more than 250 call centers, the toolkit includes benchmarking results that will make your quality monitoring program a success.

This toolkit has been designed to help call center managers and supervisors:

- create the best possible quality monitoring program
- integrate quality monitoring with hiring and training programs
- use industry-proven criteria for scoring agents
- learn the do's and don'ts of providing feedback to employees
- select the best quality monitoring process for your call center

Toolkit contents

1. Quality monitoring methods
2. Agent perception
3. QM lifecycle
4. Monitoring contacts
5. Agent feedback
6. Training and coaching
7. Survey criteria
8. Implementation checklists



This toolkit will help you:

- Build a quality monitoring program that agents will support.
- Create a complete monitoring process with integrated feedback loops to agents, supervisors, training and hiring.
- Develop a quality monitoring scorecard that is not only useful to your agents but also improves your levels of customer service.

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