

VREDAT

ReDAT QualityChart

Quality Management module for systematic monitoring and agents' evalutation ReDAT QualityChart is a software module that serves for evaluation of the agents' work level. It allows system users to create evaluation forms and perform evaluation of records or external interactions. Module represents the tool that significantly helps to the contact centres' agents to work more efficiently and reduces operating costs. It also improves the overview of the operation, needs and possibilities of the contact centre.





retia.eu

redat.eu

KEY FEATURES

- makes the evaluator's work faster
- access to the evaluation functions and results controlled by the user access rights
- evaluation of spoken and non-spoken interactions (e-mails, chat, etc.)
- possibility of the calculating method editing
- control the call playback during evaluation
- calibration mode of evaluation (evaluators' training)
- automatic selection of the evaluated records
- automatic storage of evaluation results into the calls database
- different view modes to the evaluators' database (detail, summary, calibration, etc.)
- automatic export of evaluation results
- possibility of delivering evaluations directly to agents or groups of agents in * .pdf, * .xls and * .csv formats
- possibility to send the evaluation results via e-mail
- possibility to see the evaluated calls status (not evaluated, evaluated, unfinished)
- allows a re-evaluation of the bad evaluations
- availability of statistics on existing evaluations throughout the life of the records

With the ReDAT QualityChart module and the set permission you can create and modify evaluation forms and evaluate the calls and non-speech interactions (e-mails, chat etc.). The evaluation can be accessible to all users.

The automatic selection is a part of the module that allows to the users with the appropriate permissions to set the rules and create selections among existing calls.



ReDAT Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDAT Recording Systems.

INTEGRATION INTO REDAT SYSTEM

ReDAT QualityChart has no specific hardware or software requirements. In case of its installation it becomes a part of ReDAT eXperience. The only requirement for the evaluation module operation is a valid license that will make the menu Evaluation with all relevant functions accessible. The Evaluation functions include:

- list of evaluation
- forms
- selection of ratings
- automatic selections for evaluation
- graphical outputs

EVALUATION PRINCIPLE

The contact centre supervisors use an evaluation forms. The form consists of several questions and the offer of answers. While listening to the call the evaluators choose the appropriate answers to the questions that are submitted automatically by the form. All answers are scored and form the database of the agents' calls evaluation. Based on the scoring it is always automatically created the final result of the evaluated call according to the predefined calculation rules. The evaluation results can be displayed in a graphical form (Dashbords).

C & Zabaspelano https://esperienc	or and at a principal index pripting (and - a marty invidence, for	Franktikes_19							± 1
Codeg 2	🖬 a caraca 🖉 Agéneral de provinción de la comunitaria	Translitenced the	OLONG (MILIN)	and the second second	and the state of	Ter Statute	netranita marca	D eXperience	
starter Plant	4 Internet Trails Changes Statistic Special							1.054444	7
English department	PASSA ASES 1 DEC	A					2625-15-29 12:424	0 10 L Hards	• DD
() an Care				10. 0. 0.		_			-
- 3 Amatiena, Renata (206 (204)		April International April	Sinta III	109 Unicion	Gen	100000000	1855 8452	Califype Single	General Control
-2. Brown, Waltard (BEE(202)) -2. Faulterin, George (Bird (204))			er Care	800 - L		Subjection	1475	Single	
- (2 Plicelevé, View (202) (202)			er Gans	80		8020	LINETTI	Single	
- 31 (reace, Bryan (M2) (M2)									
- 3. Green, Tonar (201) 2020 - 3. Galeria, June (201) 2020		_	_						
- It mudannul, Lanks (211) (218)	tare tearin, oct Sh								
- B Londviller, Autoria (20) (201)	Trees and the second se	Testame		Subject 10	_				
	Agent Grans, Byan (202) Data and Grans of Instant 2025 13-23 544505	Data and line	destate.	factorial, con					
		Same Srine		Automatic selection					
- 32 million, maily (2000 (2000) - 32 million (2010) (2010)									
- Classer, Waltoni				Contract of Contract of Contract	_				
- Conce, Bryan	Communication shill of agent.	0/1		43.33379					
- #/ Small, Sarah - #/ Faultines, Seconde				Chefred and Chefre					
- Const. Susar	Creel	Ten			<u> </u>				
······································	Taking standard	alanced pairs							
- Churg, Kes Children, Standa	Say goodiya	785							
() an Asternion	1990 (1990)	Numerica State	New	Present 83.31276					
 Taken, twi (10) (11) Taken, twi (10) (11) 	Call script	0.00							
Ta dama, Multy (200) (200)	Chose a the seast phone	attricutions							
- R Farlor, blama (Not) (314)	Correct procedure of dating flow	761							
- 4 Jane, Shally - 4 Tapon, Dane	Agreement with phan-gal	740							
	- Annual on Youry								
- El Hurbo, Mark	54								
2 an Tolerates	ALC	0.00	(1899988	Augest .					
- 3 Lamont, Jacon (214) 5024	5-bele made	741							
"& Hulliners, Daniel (352) (333)									
- B. Parlue, Olivia (200) (200) - 47 Wellium, Cantal	Tetel								
Witnesset, laiset		110	and the second second	Charles .					
a reason contra					100				
	C di 200-00-00 pessos pestos bos e	vited hereit cold	et falseurise	1		8101	ABRENCE TH	Windle	
	+ Manufacture and a second	CONTRACTOR OF							1000 C
	The Page 201 of 201 In Car per page 20 Md	518 210 400						Transi \$2008 Tel	acted room 0

These selected calls are automatically sent to defined recipients (evaluators) for processing.

The module is controlled from the GUI ReDAT eXperience, where the evaluation results are displayed with the export option.

