

Post-call Automated Quality Monitoring Solution

Flyer



100% call screening for compliance and unmatched agent performance

In a fast-paced customer service landscape, inconsistent call monitoring and manual quality checks can expose your business to costly compliance risks and subpar agent performance. With stringent and evolving regulations, traditional methods are no longer relevant. Hexaware's automated quality monitoring solutions harness the power of GenAI and the agentic AI framework for every customer interaction analysis, ensuring complete adherence to scripts and compliance protocols while providing critical insights into agent performance.

Benefits for Clients

- **Complete Call Screening:** Evaluate 100% of customer service calls to ensure thorough quality assurance and eliminate any gaps.
- **Enhanced Agent Performance:** Gain actionable insights into agent adherence, enabling targeted coaching and continuous improvement.
- **Regulatory Compliance:** Seamlessly align with regulations, reducing compliance risks.
- **Detailed Reports:** Access a dashboard with detailed analysis and compliance reports for each call for business review and action.

Automated Quality Monitoring Solution Capabilities

Automted Call Screening System

- Develop a tool capable of screening all customer service calls.
- Analyze call content against predefined QA criteria.

QA Criteria Verification

- Verify script accuracy to ensure agents follow the script precisely.
- Verify the calls against quality checkpoints.

Compliance Verification

- Ensure adherence to regulations and company policies during calls.

Customizable Rule Sets

- Configure the AI system to follow specific rules based on FAQs and articles.
- Enable flexibility to update and modify rules as requirements evolve.

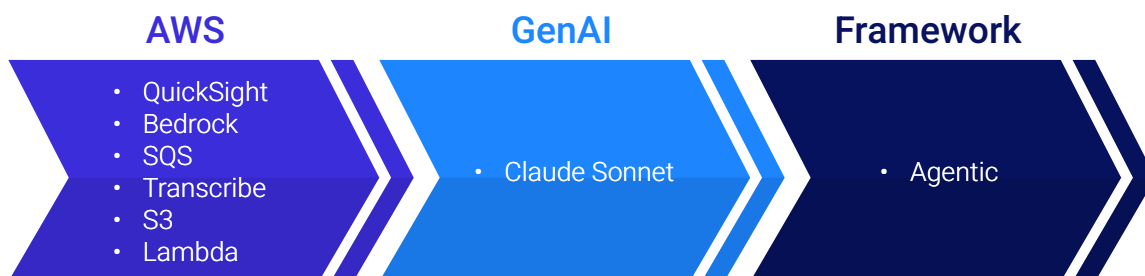
Performance Insights Dashboard

- Display a dashboard with post-call insights on agent performance.
- Provide action items for the business to support continuous improvement inoperational efficiency.

Our Approach



Tech Stack



Elevate your quality assurance process with our automated quality monitoring solutions. Experience unparalleled precision, compliance, and performance insights that empower your team to exceed service expectations. Contact marketing@hexaware.com today to schedule a demo and discover how we can transform customer service quality monitoring!

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.