Business EXpress

Project : Quality Assurance

Project notes.

2012-01-16

Keywords

Assessment
     Individual grading of a call / case

Quality Program / Program
     Collection of assessments

Assessor
     Person who grades an assessment

Data
     The information in an assessment

Call File / Recording
     Audio data file that is assessed
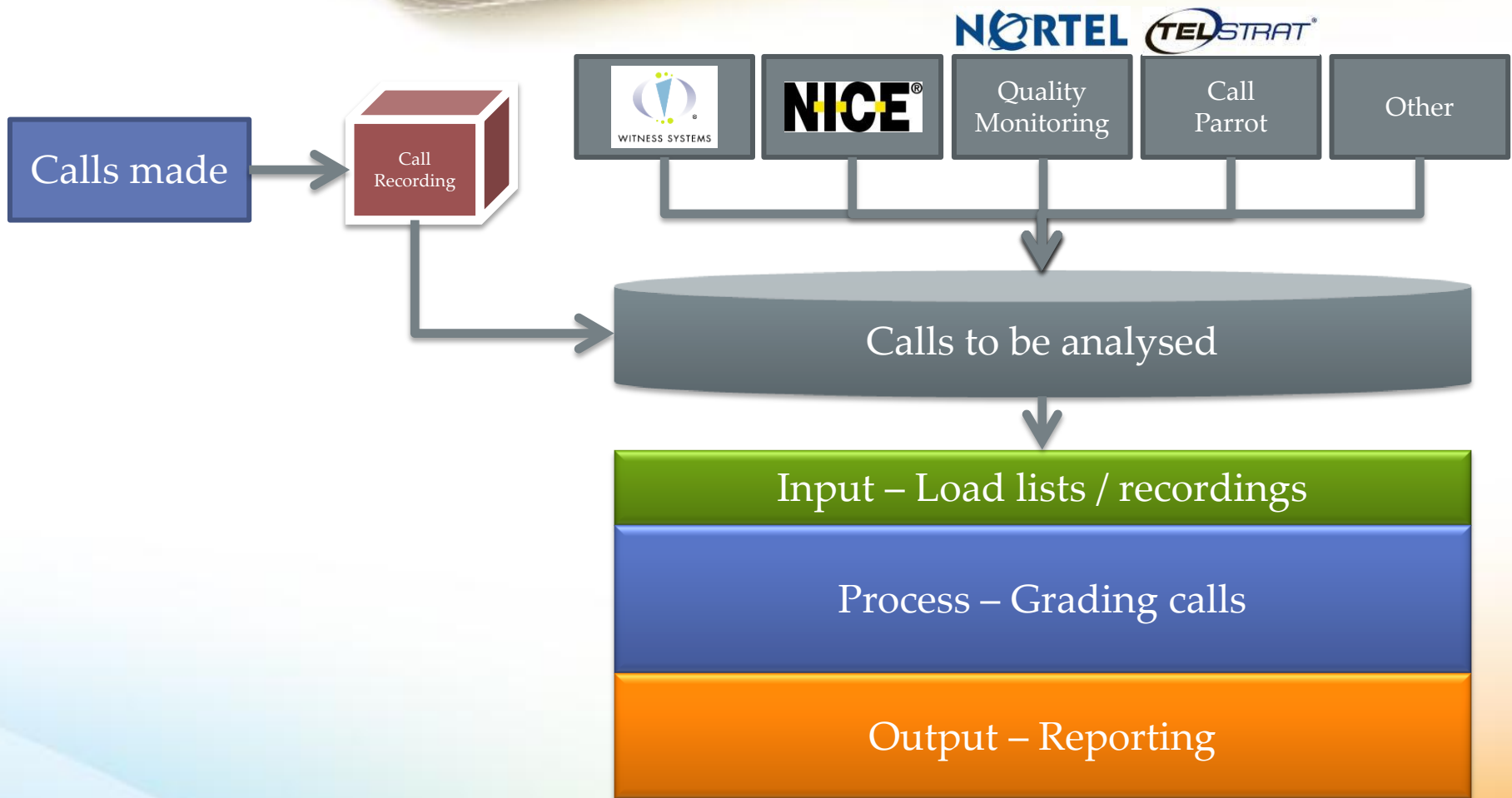
Weighting
     Score per question

Outcome
     Next step management on assessment

Threshold
     A % score indicating Fail/Success

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Input

- File list / Group of recordings

- Multiple centres generating calls

- Multiple call generation products

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Process

- Differentiation between Call and Case grading

- Additional information that isn't to be graded

- Total score to adjust dynamically based on if questions are relevant or not i.e. Yes / No / NA type questions.

- If 1 fail at threshold (e.g. 60%), then another queued. Average of both submissions used. To a max of 3.

- Distribution engine to divide work

- Score by subsection

Output

- Grouping of scores key

- Option to show / not show results at various levels.

- Option to prevent agent knowing recording was taken.

- Dashboards

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=============================================
Assessments
=============================================
            Perform an assessment
            Lookup an assessment
            My outstanding assessments


=============================================
Assessor Management
=============================================
            Assign assessment
            Profile Assessors
            Upload File to Assess
```

- Distribution engine to allow assessors make assessments

- Management options for allocating specific assessments to assessors

- Custom uploading of individual recordings

- Profiling allocation and quantities of assessments

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```
=============================================
Data Management
=============================================
                Load - Import - Data Listing
                Load - Import - Call Files
                Load - Generate for Retrieval
                Load - Generate from Campaign Records
                Load - Generate from Case Records
```

- Loading available through the API

- List loading from Excel

- System works on the presumption of recording being there to be assessed.

- Data selection engine will pull from existing campaign data.

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Quality Program Management

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                    Question - Weightings

                    Recalculate Scoring

- Weighting of selections with auto re-grading of all assessments

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Security Management
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       Program - Profile access to a program

       Program - Add Group to Program
       Program - Add Programs to Group

       Program - Remove Group from Program

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Menu Options 4/5

- Grant assessors access to be able to perform assessments

- Manage what happens assessments using outcomes

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```
==================================================
Reports - Data Reports
==================================================
            Data - All Assessments
            ---------------------------------------------
            Data - Assessments by Period
            Data - Assessments by Agent
            Data - Assessments by Assessor
            Data - Assessments by Under Threshold


==================================================
Reports – Visualisation Reports
==================================================
            Dashboard - Current Status
            ---------------------------------------------
            Dashboard - Grouped Status
            Dashboard - Assessor Status
            Dashboard - By Period Status
            Dashboard - By Under Threshold
```

- Data reports give the specific detail in Excel for further analysis if required.

- Dashboard reports contain drill down with cumulative rules

- Assessor dashboards to profile assessor patterns.