Success Story

15% increase in QM productivity as a result of simplified reporting and centralized collection and storage.

Česká Pojistovna needed a user-friendly tool to provide clear reporting and to randomly select calls according to clearly defined parameters.

Česká Pojistovna's was plagued by slow quality management and inconsistent quality standards. Consequently, our objective was to help team leaders evaluate operators more quickly, while also unifying quality standards.

To achieve this we installed a centralized processing system, deploying CallREC and ScoreCARD in a cluster configuration to include both sites. This resolved both problems at once.

The results were immediately measureable, with team leaders now evaluating 15% more calls per hour. This not only sped up the process, but also lowered the cost of quality monitoring and unified quality standards.

“ScoreCARD is one main tool for evaluation which can be administered from one place even when the contact center has large numbers of agents in many sites handling many different projects and services. It is very user friendly and we can change things ourselves easily such as evaluation forms without constantly requesting technical assistance.”

Michal Majer
Senior Internal Trainer – Česká Pojistovna
ZOOM International designs solutions that respond to the need for interaction recording and continuous improvement of business quality and performance in contact centers and back offices. ZOOM improves company-client relationships by providing an array of WFO solutions involving quality management, speech analytics, and workforce management.

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The #1 Ranked WFO in the 2014 DMG Consulting Report