

Professional

Scale your QA process

Users are defined as:

Administrators, Team Leaders,
Quality Analysts and Agents



QUALITY PROCESS

- QA form builder (unlimited scorecards)
- CRM Integrations 1 integration
- (Helpdesk, CRM, phone, chat)
- Filter & Prioritize interactions.

TEAM IMPROVEMENT

- **Coaching** Solve and improve issues in: quality, behavior, compliance, soft skills, customer service, among many others. (Unlimited Coaching Sessions)

MONITORING

- Reports by Agent, Team Leader, Analyst or Teams.
- Advanced reporting.
- Quality calibration.
- Automated workload assignment.

OTHER FEATURES

- OAuth via Google
- OKTA and Onelogin integration
- SAML single sign on
- Multi-site Management

\$30

Per user per month.
On annual contract.