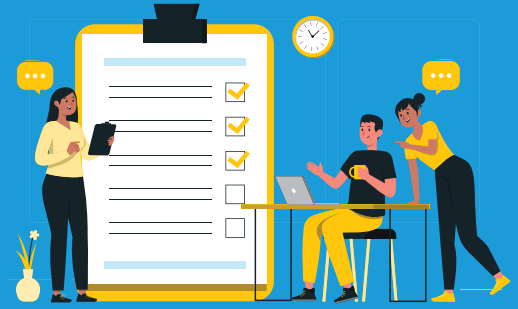


Customize your quality control framework



We, at [24]7.ai, employ a real-time quality review framework to identify, validate and act on every flagged opportunity.

88% reduction in audit time for a large US retailer, achieved within 2 weeks.

A quality system can help build both the customer's confidence and the company's credibility while also increasing efficiencies to create a positive user experience. Your business can better compete with others when you have a quality framework in place that is fully integrated with how you want your business to function. We, at [24]7.ai, employ a real-time quality review framework to identify, validate and act on every flagged opportunity.

- 1. Identify:** In order to isolate instances of agents not adhering to quality guidelines, we build highly accurate custom text-mining models. These are developed in partnership with the client and operation teams. Other than flagging instances of agents missing to follow quality guidelines, these models also check for adherence to the guidelines in the specified order within the conversation.
- 2. Validate:** Interactions flagged by the models are passed on to auditors in real-time for further scrutiny. They review the actual conversation to understand the circumstances around non-adherence and verify whether the defect took place.
- 3. Act:** Once confirmed, auditors work with operations teams to implement consequence management plan. Corrective actions taken could include:
 - reaching out to customers to make corrections, if feasible
 - processing any customer requests that were missed during the conversation
 Preventive actions are also carried out to avoid recurrence of the defects:
 - coaching agents on the right process to follow,
 - devising refreshers for reinforcement of learning,
 - issuing formal warnings for serious or repeated non-adherence, or
 - initiating termination, if agents fail to change their conduct.

These practices have given us some pretty impressive results:

- 3X reduction in ombudsman complaints in under 3 months for a large Australian Telco.
- 88% reduction in audit time for a large US retailer, achieved within 2 weeks.

Get in touch with us to optimize your quality control framework for enhanced customer confidence, improved efficiencies, and a positive user experience.

Contact us

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About [24]7.ai

[24]7 Agent Services, ranked #1 BPO by Global Fortune 500 clients for 22+ years with an unrivaled 90% success rate for the Best Vendor Ranking, offers diverse, thoroughly vetted, highly-skilled agents for every channel - who align with the brand's DNA. Lowering cost-per-interaction while boosting customer satisfaction, we outperform the client's best site by 10% with the best of technology, training, and analytics. We enhance customer experience through agent experience by equipping agents with AI to deepen engagement, accelerate accurate resolutions, and reduce average-handle-time. We empower our agents to become brand ambassadors that promote brand loyalty and excellence, thus building trust, upholding brand reputation, and revolutionizing strategies.

For more information visit: www.247.ai