

## Data Sheet

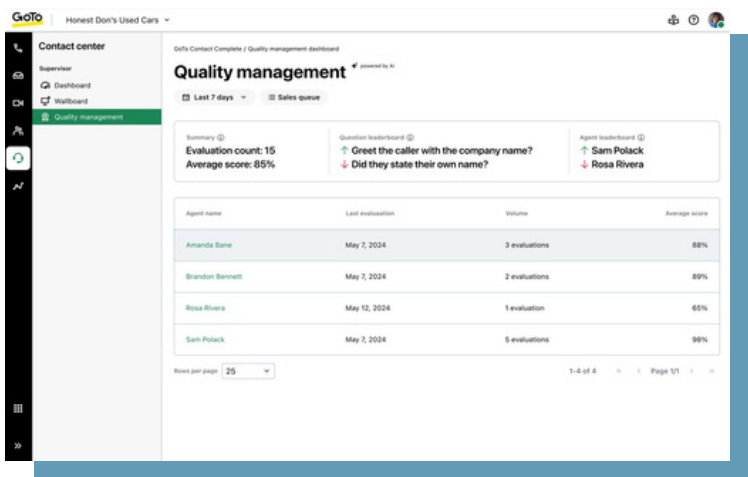
# AI Quality Management Add-On

Simplify reporting, boost performance, and delight customers

AI Quality Management simplifies reporting and analysis with automated insights, enabling contact center managers to quickly identify trends, take corrective action, and work together with their staff to improve performance and customer satisfaction.

## Immediate, actionable results for rapid time to value

AI Quality Management goes to work right away by automating the review of all queue calls, backed by minimal setup and configuration.



The screenshot shows the GoTo Connect Quality Management dashboard. The left sidebar has a 'Contact center' menu with options for Supervisor, Dashboard, Wallboard, and Quality management (which is selected). The main content area is titled 'Quality management' and includes a 'Summary' section with 'Evaluation count: 15' and 'Average score: 85%'. Below this is a table of agent evaluations.

Agent name	Last evaluation	Volume	Average score
Amanda Bane	May 7, 2024	3 evaluations	88%
Brandon Bennett	May 7, 2024	2 evaluations	89%
Rosa Rivera	May 12, 2024	1 evaluation	65%
Sam Polack	May 7, 2024	5 evaluations	98%

At the bottom of the table, there is a 'Rows per page' dropdown set to 25 and a pagination indicator showing '1-4 of 4' and 'Page 1/1'.

## Benefits

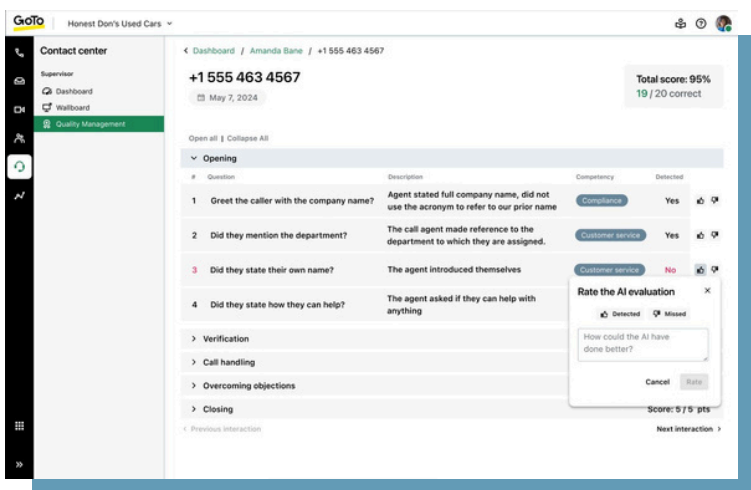
- Saves supervisors hours of manual work, freeing up time to focus on other business-critical tasks.
- Designed for minimal setup with a tested and benchmarked set of customer service criteria.
- Tailor AI-scored call evaluations to your unique communication standards, compliance requirements, or customer expectations with AI custom questions.

## Give yourself time back

The fully automated AI Quality Management solution eliminates the need for time-consuming, manual reviews so you can focus on coaching, training, and more complex tasks.

### Benefits

- Quick insights with filters by time, queue, and visible by agent, with drill in to individual calls.



## Never miss an opportunity to improve

Identify and quickly resolve quality issues, ensuring higher customer satisfaction (CSAT) and consistent service delivery among agents.

### Benefits

- Explore quality metrics such as compliance, positivity, helpfulness, conversation flow, professionalism, and more.
- Dive deeper into individual question results and recordings for detailed insights.

Implementing GoTo's AI-powered Quality Management solution in our US contact center led to a noticeable improvement in our quality benchmarks. Our analysis confirms a strong positive association between high Quality Management scores and increased Customer Satisfaction, giving us confidence that we have chosen the right solution for our government agency clients and their communities.

**Ron Given**  
Operations Manager, Contact Center & Back Office  
Sensys Gatso Group

**Sensys  
Gatso  
Group**

GoTo's AI-powered Quality Management solution helped us confidently identify specific areas for agent development. We measured an improvement of more than 50% after introducing a targeted question of the month, significantly boosting our customer service.

**Austin Nolen**  
Chief Operating Officer  
Web-Don Inc.

**Web-Don**  
CABINETS & SURFACES SINCE 1972

Phone number	Date & Time	Channel	Queue	Form	Score
+1 555 463 4567	May 7, 2024	Voice	Sales queue	CS QA Form A2C2	84%
+1 555 234 3457	Jan 12, 2024	Chat	Sales queue	CS SV Form 2HC2	88%
+1 555 456 2234	Feb 14, 2023	Voice	Sales queue	CS SV Form 2HC2	93%

## Elevate your team with insights

AI Quality Management's insights enable supervisors to highlight agents who excel at providing good customer experiences and helps to elevate the performance of those that need coaching.

### Benefits

- Actionable insights help teams resolve issues quickly, leading to higher CSAT and consistent service delivery.

## Consistent QA that inspires agent growth

Using data-driven quality assurance provides a fair, unbiased, and consistent evaluation process, building a trusting and more fulfilling work environment for agents.

### Benefits

- A data-based system fosters trust among agents with clear customer service standards and trustworthy AI that evaluates performance without bias.

Question	Category	Detected
1. Did the agent avoid using profanity?	Compliance	Yes
2. Did the agent avoid being rude?	Compliance	Yes
3. Did the agent avoid divulging PII?	Compliance	No
4. Did the agent greet the caller with the company name?	Warm Greeting	Yes
5. Did the agent state their own name?	Warm Greeting	Yes
6. Did the agent ask how they could help?	Warm Greeting	Yes
7. Did the agent obtain the caller's phone number early in the call?	Identification	Yes
8. Did the agent verify an account number or PIN?	Identification	Yes
9. Did the agent verify a mailing or billing address?	Identification	Yes
10. Was the agent helpful?	Positivity	Yes
11. Did the agent use positive or optimistic language and phrasing?	Positivity	Yes
12. Did the call lead to a resolution?	Helpfulness	Yes
13. Did the agent provide a solution to the caller's problem?	Helpfulness	Yes
14. Did the agent try to provide the caller with useful information?	Helpfulness	Yes
15. Did the agent provide clear and concise answers?	Controlling the Conversation	Yes

**See how the GoTo Connect AI Quality Management add-on elevates your contact center experience.**

**Contact us today!** Contact your account representative, visit [GoTo.com](https://GoTo.com) or call us at 1 800 514 1317.

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