



"Calibration Meetings take so much time... and after dozens of hours, I'm not sure if we're getting any better."

- Call Center Manager

Calibration across your call center team is essential to tracking progress and making improvements.

QA Calibration automates the calibration process, providing you with essential reporting but giving you back valuable time spent in calibration meetings to take action on key findings.

Automate Your Calibration with OA Calibrate

QA Calibrate is a software tool that keeps your call center team calibrated and provides leadership with the measurement tools they need to:

- Run regular monthly or weekly calibrations with everyone in your organization all from their desk
- Certify your entire organization on their calibration scores
- Target underperformers for remedial calibrations
- Calibrate multiple sites to a single standard
- Calibrate your outsourced call centers to the same standard

Instant Calibration and Feedback Provides:

- Instant grading compared to the answer key
- Comments and tips on how and why to score a call more accurately
- Instant calibration, replacing lengthy calibration meetings

Overall	7/15 47% You can do bett			
Behaviors Compliance	5/9 2/6			
Call Behaviors	Your	Answer Key	Your Comments / Tips	Answer Key Comments / Tis
Ownership: Did the agent demonstrate that (s)the cares and will own the problem in a way that gives the customer confidence and peace-of-mind?	3	2		

Calibration Reporting Includes:

- Calibration Heat Maps: Which behaviors are stumbling blocks for certain sites or individuals?
- Calibration Trending: Is the organization getting more calibrated?
- Leniency Reporting: Which sites or individuals are consistently being too lenient or too harsh in how they score?



To learn more about QA Calibrate:



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Strategic Quality Assurance (sQA) by Weber Associates is leading the Quality Assurance Revolution in call centers with its sQA product suite including QA Calibrate, QA Plus+ and QA Rapid Analysis.

About Weber Associates