QA plus+

Are you getting VALUABLE INSIGHTS from your QA organization?

"We listened to 850,000 calls last year, and I didn't open the report once."

– SVP Fortune 100 Cable Provider Call Center

Without actionable insights, call monitoring and auditing provides little, if any, value to an organization.
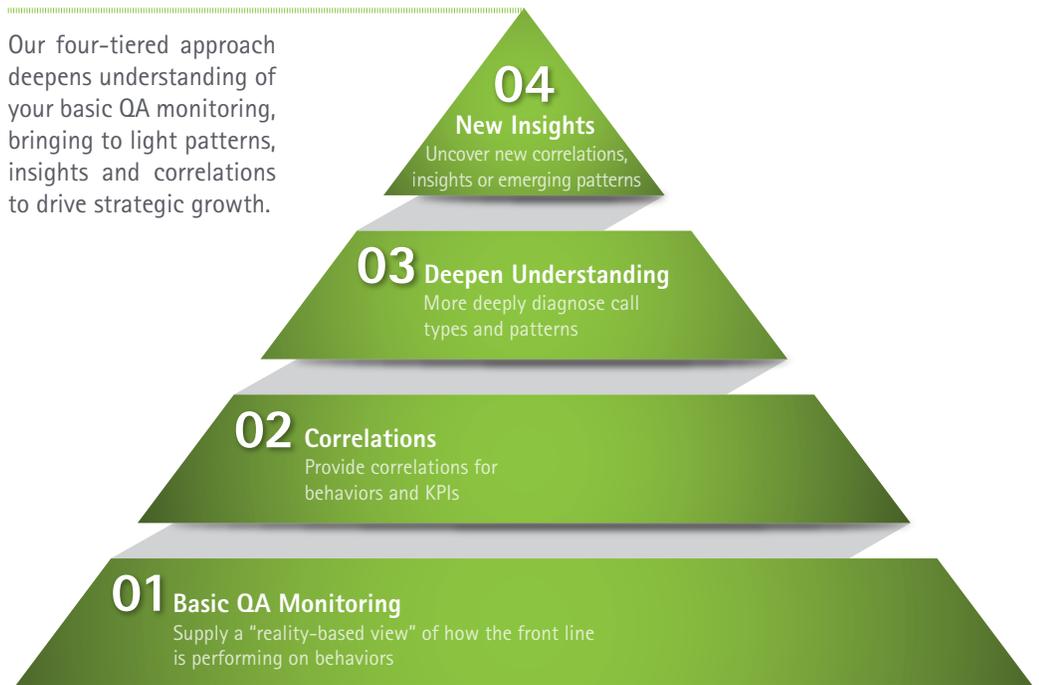
QA Plus+ dives deeper into behaviors and key performance indicators (KPI's) to shed light on meaningful, actionable trends.

QA Plus+ is More Than Just Quality Monitoring and Auditing

In order to understand what's truly driving results, we conduct QA monitoring on multiple levels to help you drive foundational improvements to behaviors and KPIs. QA Plus+ will provide:

• QA Monitoring for your internal or outsourced call centers

• Observations and correlations to build hypotheses about your business and track new variables that drive results

• Valuable, strategic and provocative insights to help you understand what levers to push and pull to drive results

Our four-tiered approach deepens understanding of your basic QA monitoring, bringing to light patterns, insights and correlations to drive strategic growth.

04 New Insights
Uncover new correlations, insights or emerging patterns

03 Deepen Understanding
More deeply diagnose call types and patterns

02 Correlations
Provide correlations for behaviors and KPIs

01 Basic QA Monitoring
Supply a "reality-based view" of how the front line is performing on behaviors

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To learn more about QA Plus+:

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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.