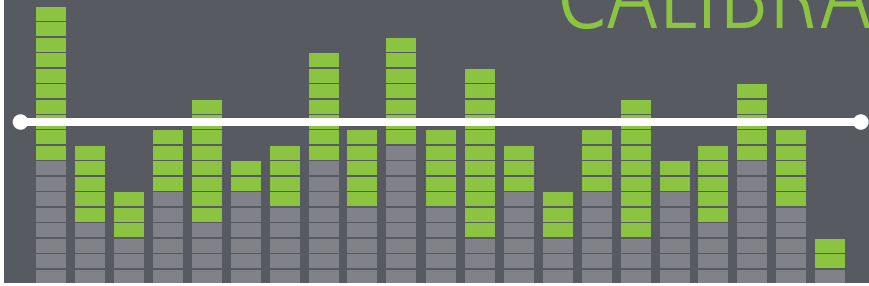




# Are your evaluators CALIBRATED?



"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 QA 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

**Your rating**

Overall **7/15 47% You can do better!**

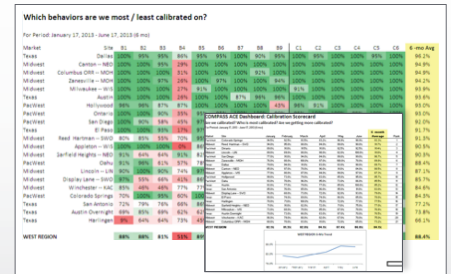
Behaviors **5/9**

Compliance **2/6**

Call Behaviors	Your Answer	Answer Key	Your Comments / Tips	Answer Key Comments / Tips
<b>Overship:</b> Did the agent demonstrate that (s)he cares and will own the problem in a way that gives the customer confidence and peace-of-mind?	3	2		
<b>Communication:</b> Did the agent clearly communicate in a way that appreciates and relates to the customer?	1	1		

## 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:

[StrategicQA.com](http://StrategicQA.com)

[sQA@weberassoc.com](mailto:sQA@weberassoc.com)

614.222.6809

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

Weber Associates is a Columbus, OH based consulting firm. The company delivers customer-centric strategies and drives execution of those strategies at the front line with call center, field sales, marketing and quality assurance programs and software. Weber Associates works with companies of all sizes, from small operations to Fortune 50 companies, helping them deliver on their customer promise in every touch point they have with their customers – whether it is over the phone, face-to-face, in marketing vehicles or through technology. For more information on Weber Associates visit [weberassoc.com](http://weberassoc.com)