



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.

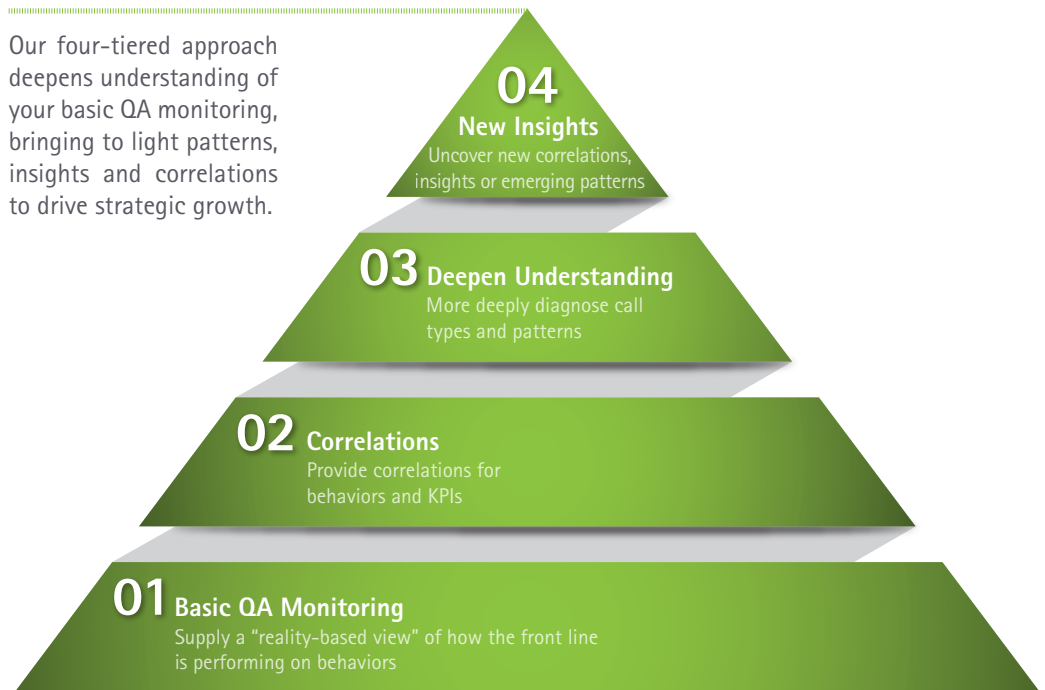
QA Plus+ dives deeper into behaviors and key performance indicators (KPI's) to shed light on meaningful, actionable trends.

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.



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.

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