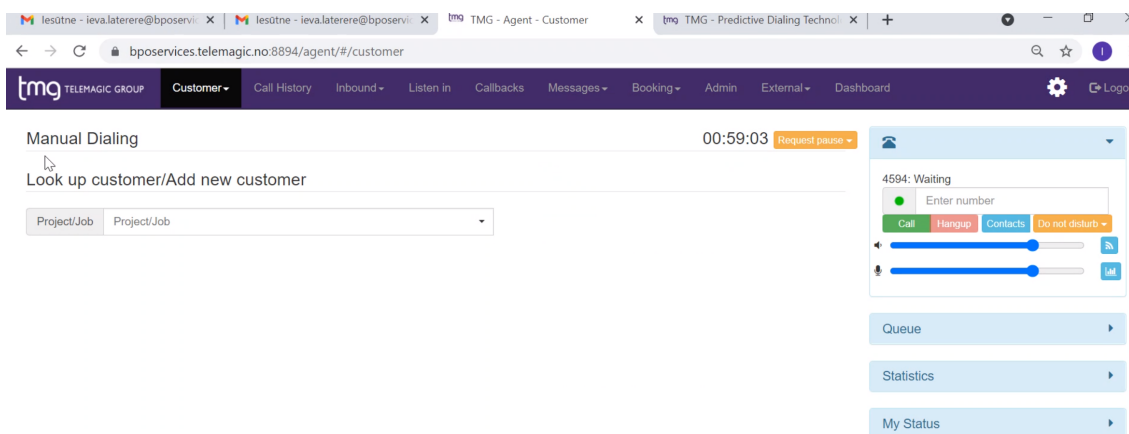


2021-10-07 - Ieva Meeting - Report Views - no Telemagic un Qeval

Mūsu sistēmas mērķim jābūt aizvietot un automatizēt Qeval + pievienot pie tās tabulas KPIs no telemagic par closed/failed deals

Telemagic - Calling skats

Telemagic: 90% zvanu notiek ar auto dialer (nozīmē, ka varētu nākotnē iekodēt to sales rep fake closes booster)



Telemagic - Caller history

alls

From 06.10.2021 00:00 To 06.10.2021

Min length 0 Project/job Project

From 06.10.2021 00:00 To 06.10.2021 23:59

Min length 0 Project/job Project/Job Agents Agents

Group by None Answer Answer Call mode Call mode

Total	Answer	No answer	Callback	Auto-detected answering machine	Busy	Abandoned	Extension failure	Error	Longest duration
2912	1603	525	641	0	516	70	117	81	00:29:57

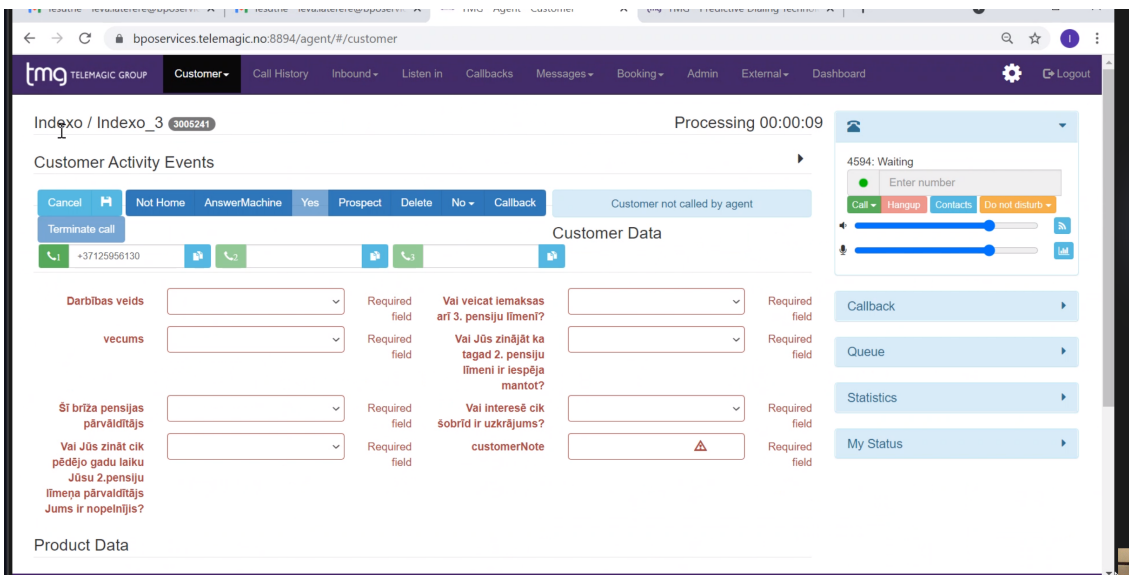
Time	TMGId	Customerid	Name	Surname	Company	Agent	Project	Job	Sale	Number	Your Number
06.10.2021 12:39:51	3028612	3028612-id Failiem.lv/Failiem.lv			SIA "JV SERVISS	KarKips	Failiem.lv	Failiem.lv		+37167297031	37166
06.10.2021 12:39:17	3009903	3009903-id TET/TET_TV_COLD					TET	TET_TV_COLD		+37126079629	37166
06.10.2021	3028610	3028610-id Failiem.lv/Failiem.lv			SIA "MITS	KarKips	Failiem.lv	Failiem.lv		+37167297031	37166
06.10.2021 12:38:51	3005241	3005241-id Indexo/Indexo_3				OleGolo	Indexo	Indexo_3		+37125956130	371

Performed	By agent	Event	Text
06.10.2021 12:38:51	OleGolo	No sale	Registered outcome no

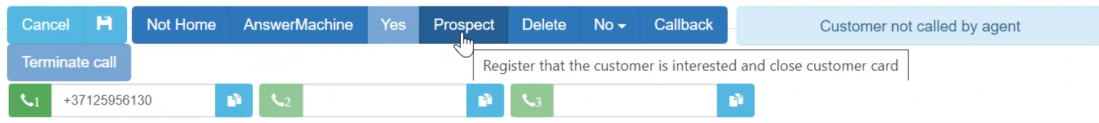
Telemagic - Forma, kuru aģents aizpilda pēc zvana

Katram projektam/kampaņai ir sava veida forma - nav vienādas visiem.

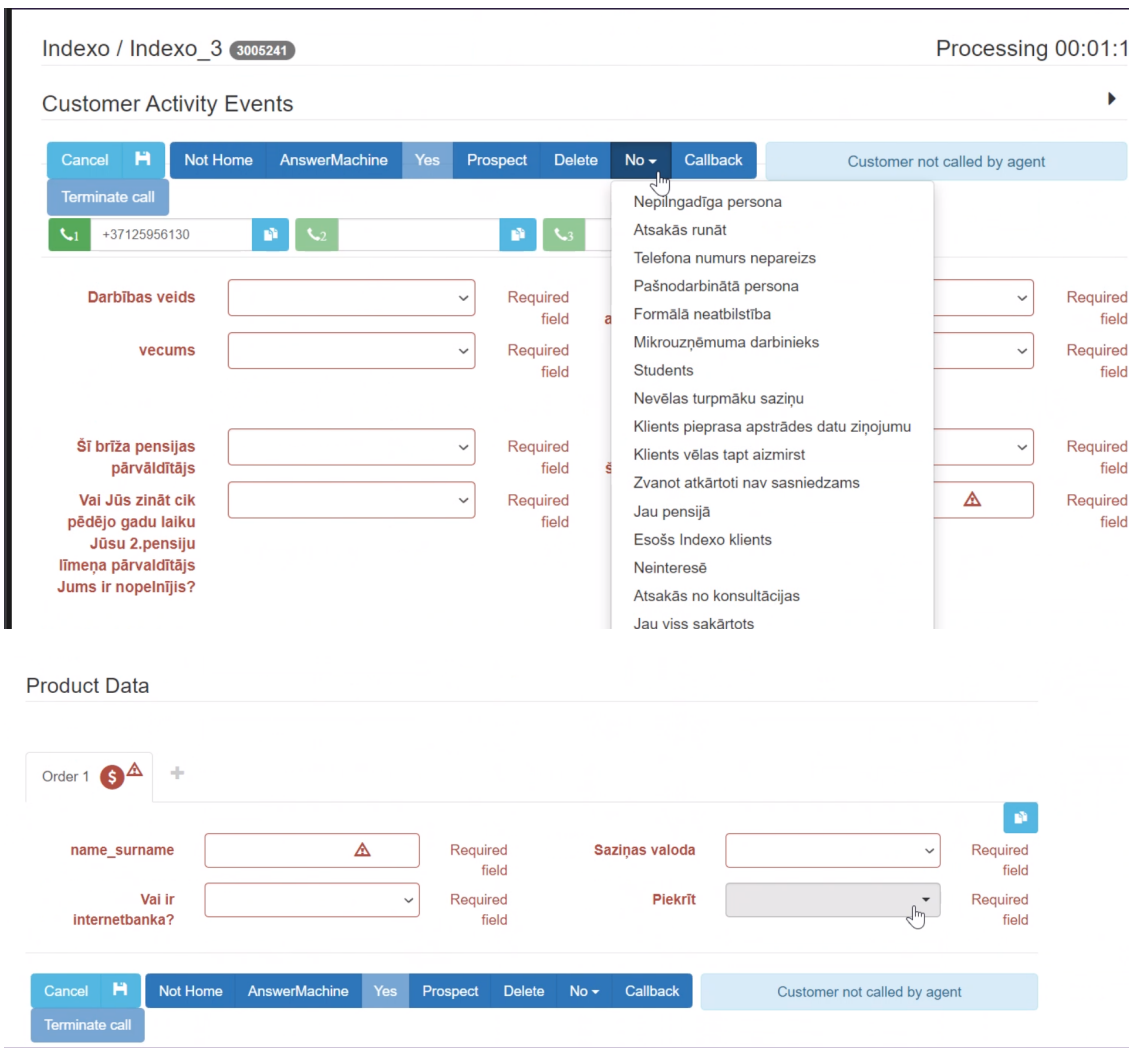
Šis aizpilda aģents pats



Customer Activity Events



Zilajā līnijā tiek atzīmēts sarunas rezultāts - NO ir iespējami daudz dažādi pre-defined rezultāti



Telemagic - Formu konstruktors

bposervices.telemagic.no:8894/admin/vue/#/projectoverview

tmq TELEMAGIC GROUP All FP7713 PD ON Log out

STATUS
AGENT
PROJECT
Overview
Formats
Job Products
REPORTING
CUSTOMER
DASHBOARD
SYSTEM
LISTS
INBOUND
BULLETIN BOARD
MESSENGER
MANUAL

Projects Active Passive Archived

Search on name

Project	Jobs	Remaining Addresses	Total Addresses	Agents	Action
Total: 118	246	204968	1218540		
Advangrid	1	533	586	0 / 0	
Advangrid_OB	1	458	601	0 / 0	
AG_uznemums	0	0	0	0 / 0	
Aizdevums	0	0	0	0 / 0	
ALTERO	6	3491	30413	0 / 5	
AP_Ugunsdrosiba	1	512	948	0 / 1	
Assistentis	0	0	0	0 / 0	
Attistibai_PAR_aptauja	1	167	2468	0 / 0	
AUTO_FLOTE	0	0	0	0 / 0	
AUTO_RIGA	2	180	1113	0 / 0	
Baltcom	0	0	0	0 / 0	
Baltijas_Auto	0	0	0	0 / 0	

bposervices.telemagic.no:8894/admin/vue/#/projectjob?project=Helvetia_Test&job=Helvetia_test_2

tmq TELEMAGIC GROUP All FP7713 PD ON Log out

STATUS
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CUSTOMER
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INBOUND
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MESSENGER
MANUAL

Aizdevums
Altero_2
Altero_3
Altero_KP
Altero_offline
Altero_online
AL_TERO_TESTS
AP_Ugunsdrosiba
Assistentis_TESTS
Attistibai_PAR_aptauja
Autonams_OCIA_FIZ
Autonams_OCIA_UJR
Autonams_testa_Kampana
Auto_Flote_Tests
Auto_Tev
Auto_Tev_OB
Baltcom_Test
Baltijas_Auto
Baltijas_Auto_2
Begrandfather_TESTS
BigBank
Biodaklar
Biodaklar_afterale
BOZ_Tests
Bohnenkamp
Bohnenkamp_2019
Bohnenkamp_2020
Bohnenkamp_STOP
Brain_Games
Brother
Brother_TESTS
Caf_City
Chesterfield
CircleK
CircleK_2018
Confidentum_aptauja
Covid-19_Tests
Credit24_OFFline
Credit24_Online
Credo_Tests
Data_Serviss_AA
Data_Serviss_Tests
DD
DD_2020
DellinGroup
DIQ_iesak
DIQ_ting
Dixons

bposervices.telemagic.no:8894/admin/vue/#/projectjob?project=Helvetia_Test&job=Helvetia_test_2

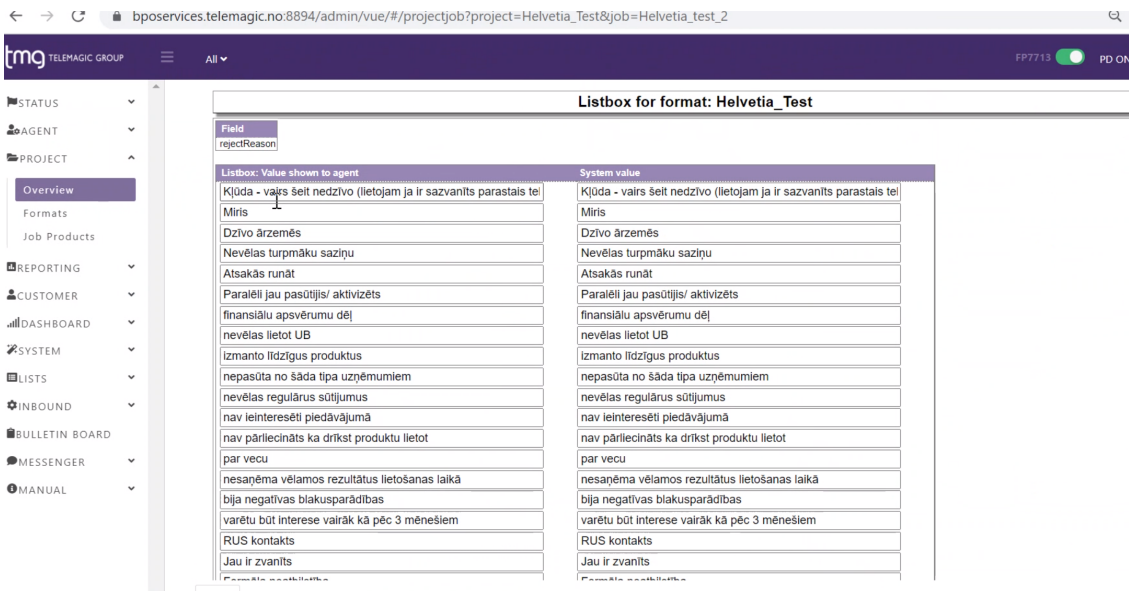
tmq TELEMAGIC GROUP All FP7713 PD ON Log out

Client setup for Helvetia_Test/Helvetia_test_2

FORMAT
-> Helvetia_Test (S)

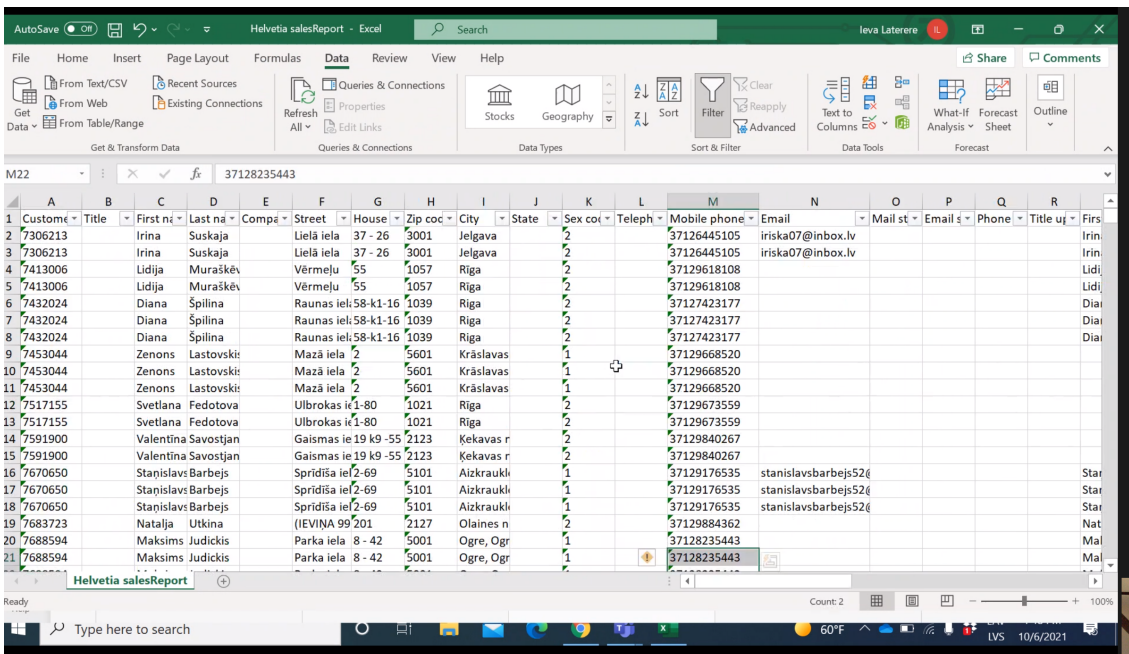
Fields shown on client

Property	Delete	Value
-Add property-	<input type="checkbox"/>	Listbox Values; Change
Layout	<input type="checkbox"/>	Vai ir maini klienta dati? [Sorting]
Setup	<input type="checkbox"/>	Customerlevel [Placement] [Predefined-value] editable [Rights]
required field	<input type="checkbox"/>	
-Add property-	<input type="checkbox"/>	Textfield Values; Change
Layout	<input type="checkbox"/>	Customerlevel [Placement] [Predefined-value] no editable [Rights]
Type	<input type="checkbox"/>	Text [Sorting]
Layout	<input type="checkbox"/>	GDPR STATUS [Field-heading]
-Add property-	<input type="checkbox"/>	Listbox Values; Change
Layout	<input type="checkbox"/>	GDPR e-pasts [Sorting]
Setup	<input type="checkbox"/>	Customerlevel [Placement] [Predefined-value] editable [Rights]
-Add property-	<input type="checkbox"/>	Listbox Values; Change
Layout	<input type="checkbox"/>	GDPR pasts [Sorting]
Setup	<input type="checkbox"/>	Customerlevel [Placement] [Predefined-value] editable [Rights]
-Add property-	<input type="checkbox"/>	Listbox Values; Change
Layout	<input type="checkbox"/>	GDPR Telephone [Predefined-value]



Telemagic - Galvenais report

Atzīmē laika periodu un tev iedod info par visiem KPIs un atbildēm no aģenta formas



Qeval - otra sistēma, kura ir saslēgta ar Telemagic

Šajā sistēmā aģenti netiek, bet **supervisor** noklausās daļu random zvanus, aizpilda aptauju (kuru ieva sagatavojusi pati) no aptaujas tiek uzģenerētas metrikas kā piemēram “komunikācijas prasmes”, “Informācijas sniegšanas prasmes” utt. Viss tiek šobrīd darīts manuāli.

Mūsu sistēmas mērķim jābūt aizvietot un automatizēt Qeval + pievienot pie tās tabulas KPIs no telemagic par closed/failed deals

Section Average Score Report by Agent

Date Type :-Evaluation Date Date Range : 09/01/2021 To 09/30/2021

Client Name : BPO Services Evaluation Form : OB Call Evaluation_new

Program : OB Call Evaluation Location : All

Agent Name : Supervisor Name : Partner Name :

Agent	Supervisor Name	Total Evaluation	AutoFailure Evaluation	QA Score Without Auto Failure	Performance Bar	Status	QA Scores With Auto Failure	Performance Bar	Status	Komunikācijas prasmes	Sarunas vadība	Informācijas sniegšana	Pārdošana
Aleksandra Stenberga	Katrina Anikevica	8	2	84.38%	<div style="width: 84.38%;"></div>	🟢	71.88%	<div style="width: 71.88%;"></div>	🟡	75.00%	87.50%	75.00%	100.00%
Anzelika Jefimova	AnceKrisita Zeltina	6	0	94.65%	<div style="width: 94.65%;"></div>	🟢	94.65%	<div style="width: 94.65%;"></div>	🟢	100.00%	100.00%	100.00%	83.33%
Amrita Vecvagare	Katrina Anikevica	1	0	100.00%	<div style="width: 100.00%;"></div>	🟢	100.00%	<div style="width: 100.00%;"></div>	🟢	100.00%	100.00%	100.00%	100.00%
Astra Ozola	Katrina Anikevica	14	0	91.15%	<div style="width: 91.15%;"></div>	🟢	91.15%	<div style="width: 91.15%;"></div>	🟢	100.00%	71.43%	92.86%	100.00%
Astrida Kipste	Katrina Anikevica	8	1	67.11%	<div style="width: 67.11%;"></div>	🔴	67.11%	<div style="width: 67.11%;"></div>	🔴	87.50%	25.00%	87.50%	87.50%
Diana Spura	AnceKrisita Zeltina	5	0	91.84%	<div style="width: 91.84%;"></div>	🟢	91.84%	<div style="width: 91.84%;"></div>	🟢	100.00%	100.00%	100.00%	80.00%
Gunta Rusmane	Katrina Anikevica	1	0	77.78%	<div style="width: 77.78%;"></div>	🟡	77.78%	<div style="width: 77.78%;"></div>	🟡	100.00%	0.00%	100.00%	100.00%
Hardija Druvina	Katrina Anikevica	26	4	93.30%	<div style="width: 93.30%;"></div>	🟢	81.82%	<div style="width: 81.82%;"></div>	🟢	100.00%	88.46%	84.62%	100.00%
Ieva Galina	Jekaterina Minkevicius	4	0	100.00%	<div style="width: 100.00%;"></div>	🟢	100.00%	<div style="width: 100.00%;"></div>	🟢	100.00%	100.00%	100.00%	100.00%
Indra Celina	Vineta Kaukite	2	0	100.00%	<div style="width: 100.00%;"></div>	🟢	100.00%	<div style="width: 100.00%;"></div>	🟢	100.00%	100.00%	100.00%	100.00%
Ineta Bonfelde	Katrina Anikevica	6	0	96.36%	<div style="width: 96.36%;"></div>	🟢	96.36%	<div style="width: 96.36%;"></div>	🟢	100.00%	100.00%	83.33%	100.00%
Ineta Zake	Katrina Anikevica	6	0	91.67%	<div style="width: 91.67%;"></div>	🟢	91.67%	<div style="width: 91.67%;"></div>	🟢	100.00%	83.33%	100.00%	83.33%
Inga Dzintare	Katrina Anikevica	4	0	91.43%	<div style="width: 91.43%;"></div>	🟢	91.43%	<div style="width: 91.43%;"></div>	🟢	100.00%	75.00%	100.00%	100.00%

qeval

telenordi.quevalpro.com/Index.aspx

QEval is an intelligent and strategic solution designed for call centers that meets the stringent demands of quality, compliances and other statutory requirements. Irrespective of the campaign size, call volume, chat volumes - QEval has been designed to meet any robust need. It has been developed based on our real time practical experiences while facing the day to day challenges. With the help of QEval tool, our dedicated and experienced team deploys best practices to evaluate Inbound and Outbound voice, chats and emails. The evaluations results are available and accessible in real time for the management, supervisors and team members.

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Password:

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This software is solely meant for authorized QEval customer. By logging in, you agree to abide by the terms and conditions established for the use of this software.

Benefit of QA Software

- 🔍 Increase sales and enhance customer experience
- 🔍 Reduce the cost of quality monitoring efforts
- 🔍 Save time and resources to allow focus on other critical center operations