Assess Your Current QA Program

Best intentions aside: your quality program often provides limited visibility, lagging indicators, and very little actionable insights around agent performance. You have to transform what you're doing today to future-proof your systems and improve the quality of insights, action, and coaching available to your team.

5 Questions to Take Back to Your Team to Consider Scalability with AI

1 **Do you have a defined strategy for how AI will support and scale your QA efforts?**
→ How do you provide support and alleviate pressure
→ Are processes built around automation, or is AI an afterthought

2 **Do you have a documented QA rubric with clearly defined performance standards?**
→ Could 5 team members produce identical scores across evaluations
→ Are your materials objective, or more subjective/open to interpretation

3 **What percentage of customer interactions are currently reviewed by QA (human or AI)?**
→ How many conversations per agent are reviewed
→ How are scored interactions incorporated into process reviews

4 **Can your QA process handle seasonal or unexpected volume spikes without sacrificing coverage or consistency?**
→ Do you rely on seasonal staffing (requiring rushed training)
→ Do you reduce the number of conversations reviewed per agent

5 **Are frontline agents receiving actionable and timely feedback that improves their performance?**
→ Are agents benefitting from holistic reviews reflective of performance
→ Are burnout or turnover an issue within your team(s)

SCALE YOUR QA PROGRAM WITH AI

Authenticx can surface macro-level insights that reveal opportunities for process improvements.

Standard Quality Models
Score and analyze individual interactions for quality assurance with healthcare-specific models.

Custom Quality Models
Build evaluations and train the algorithm around what matters most to your team.

Automated Evaluations
Create automated processes based on objective rubrics to scale your quality management.

KBo AI Virtual Assistant
An AI-powered guide to analyze all of your conversational data to generate insights.

Signals
Proactively surface themes and patterns found across your conversational data in summaries and reports.

Coaching Notes
Provide feedback using AI models to improve performance and empower your agents with consistent feedback.

We're on a mission to help humans understand humans.
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