

Quality Accelerator for Aptean Respond

Drive excellence in your customer interactions

High-quality complaints handling results in healthier customer relationships, reduced legal and regulatory issues, and higher team morale. But many organizations struggle with quality assurance systems that are inefficient, unreliable, or fail to provide meaningful insights about their staff's performance.

Respond Quality Accelerator puts quality assurance at the heart of your case management process. It empowers your whole organization to monitor, assess, and ultimately improve your customer experience.

By assessing the nature of each case against the competency profile of the case handler, Quality Accelerator flags high-risk cases and enables managers to identify and correct poor practice – before it reaches the customer. Nuanced scoring reveals where users are excelling and where they need improvement, enabling targeted coaching. With Quality Accelerator, you can:

- **Identify high-risk cases** - Skills and competency based risk assessment flags higher-risk cases for quality review
- **Catch and correct poor practice** - Flagged cases can be paused in real-time for manager review and intervention
- **Pinpoint areas for improvement** – Nuanced scoring reveals specific areas where users need coaching
- **Recognize high achievers** – Motivate your team by consistently recognizing and rewarding excellent performance
- **Identify and address recurring issues** – Quality assurance-to-case reporting identifies common issues so you can implement training to correct them



The My Team Progress dashboard gives team leaders an overview of their team members' skills and progress over time.

Key Features

- **Context-sensitive skills and competency-based risk assessment** – Quality Accelerator assesses the risk profile of each case along with the skill and competency profile of the user to determine whether a quality review is needed. Assessment questions are tailored to the specific type of case being reviewed.
- **Risk-based real-time and retrospective quality control** – High-risk cases can be flagged for real-time review – so you can intervene to correct poor practice *before* it reaches the customer. Alternatively, the quality of completed cases can be reviewed to see how your staff are doing.
- **Randomized case selection** – Select random cases for review to prevent users from ‘gaming’ the system and ensure an authentic review process.
- **Check-the-checker process** – Enable reviewers’ work to be checked by a peer or manager to provide a “second pair of eyes.”
- **Optional appeals process** – Provide an efficient escalation path to resolve disagreements between case handlers and reviewers.
- **Optional weighted scoring system** – Configure scoring for assessment question responses to provide an overall “pass” or “fail” for the review.
- **Quality assurance-to-case data** – Quality Accelerator is built into your Respond system, so quality assurance data can be viewed alongside case data. This allows you to report on the number of cases requiring quality assurance reviews, and drill down to examine the types of reviews required on those cases.
- **Specialized quality assurance dashboards** – Role-focused quality assurance dashboards alert managers when a case needs review and notify users when they’ve received feedback.
- **Fully configurable by the ‘business user’** – Easily configure Quality Accelerator to focus on the skills and competencies that matter most in your business.
- **Quality assurance data privacy** – Quality assurance data is internal to Respond, so it can only be seen by users who have been given appropriate access.

For more information about Quality Accelerator for Respond, contact your account manager or email us at info@aptean.com.



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