



# A Day in the Life of a Quality Assessor

## Step One

Anna, a front line agent, gets a call from an unhappy customer wanting to make a complaint. Anna logs the complaint in Respond but it requires more investigation.

01

## Step Two

The complaint is picked up by Mo, a case handler. Mo works on looking into the case, why the customer complained and what the resolution should be.

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## Step Three

Just before Mo sends the final outcome letter to the customer, a banner appears at the top of his screen telling him his case has been sent for quality assurance. At this point the current case is locked, so Mo must move on to his next case.



03

## Step Four

Isabella, a quality assessor, gets a notification from Respond to alert her to the latest case that needs checking.

04

## Step Five

Isabella logs into Respond Quality Accelerator and checks her dashboard. She can see that she has three cases waiting to be reviewed before the outcomes are sent to the customers.

05

## Step Six

Isabella can now review Mo's case from within Respond. She checks through every aspect of the case, from logging, to the reason, to any redress applied.



06

## Step Seven

Isabella then completes her review and her amendments and scoring are sent back to Mo.

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## Step Eight

Mo looks over Isabella's comments and notices she has picked up on a few errors such as spelling mistakes. Mo agrees with Isabella's review and checks the box to say so.

08

## Step Nine

Isabella can see that Mo has accepted her review and can check her dashboard to compare this score with previous scores.



09

## Step Ten

Mo's case is now active again and the letter is then sent out to the customer, completing the case.

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