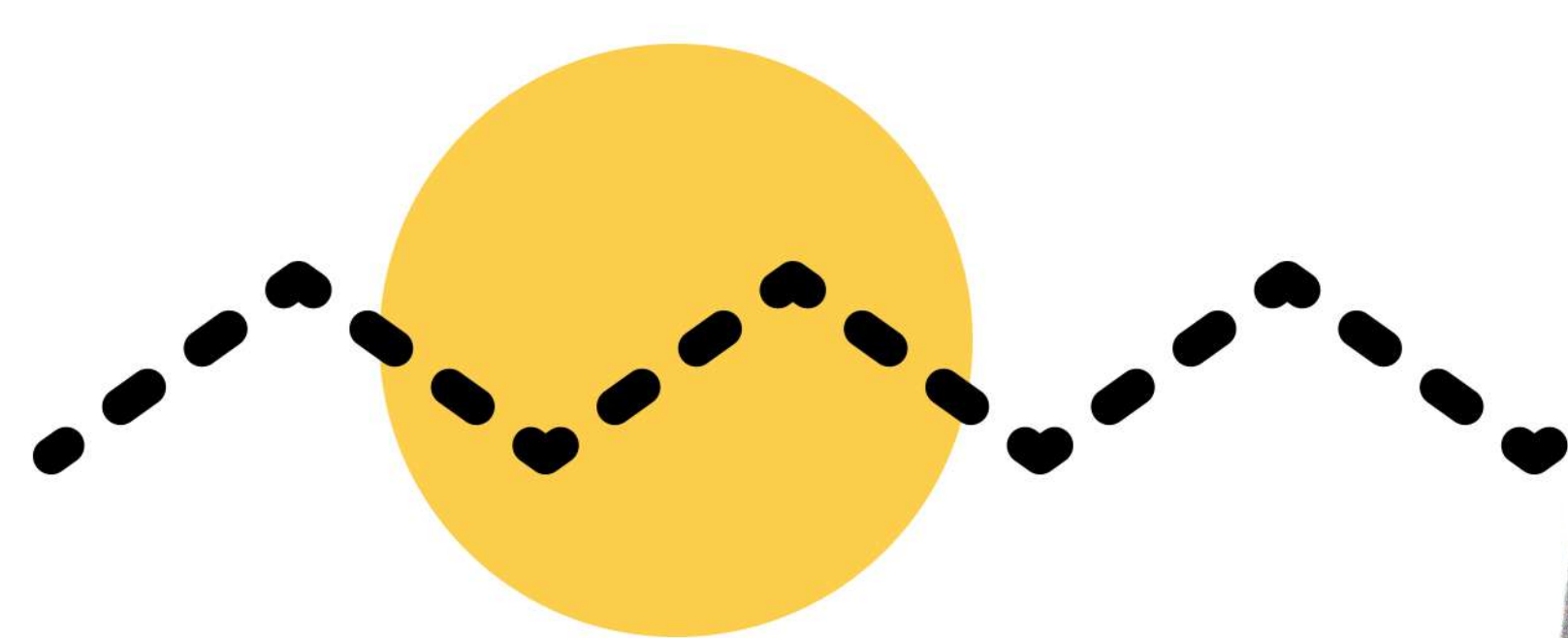


Implement Your Contact Center Operational QA Framework



- There's no doubt the call center industry will continue to grow, and as it does, **you will need accurate quality assurance metrics to ensure it is scaling and improving along with that growth.** That's why quality assurance frameworks are so critical to success.



5 Steps to Implement an Operational Quality Assurance Framework

Identify KPIs and
Align Them
Across the Board

1

Identify Areas of Success
and Consistent
Service Delivery

2



**Identify Areas
for Improvement**

3

**Measure Adherence to
Process and Procedure
as Related to
Customer Experience**

4

**Track
Agent Development
and Progress**

5

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