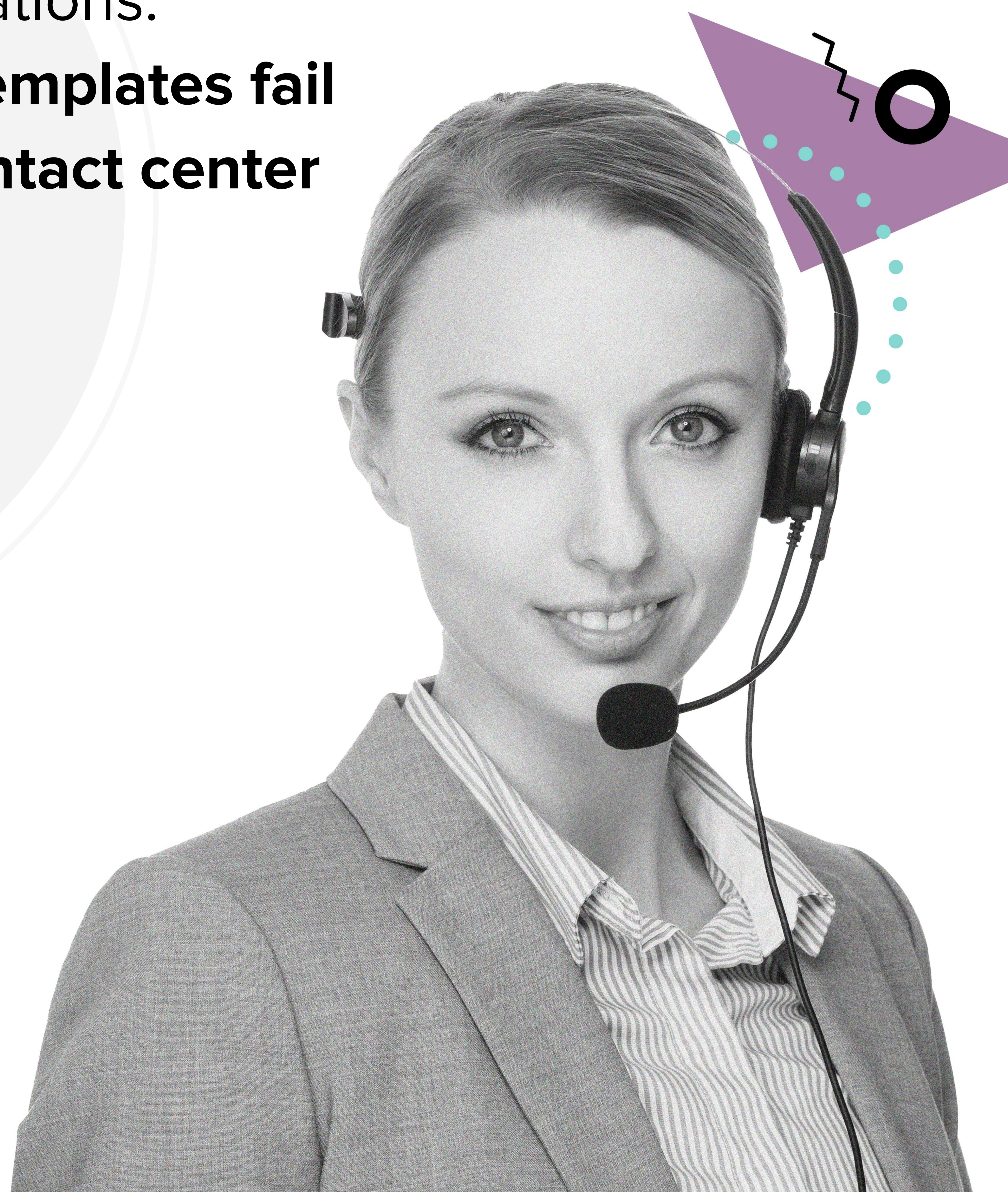


# 7 Reasons Why a Contact Center Quality Scorecard Template is a Bad Idea



- While spreadsheets can record static data and apply complex formulas—they're not well-suited for most other applications. **In particular, these templates fail when it comes to contact center QA.**



# 7 Reasons Why a Call Center Quality Scorecard Template in Excel is a Bad Idea

01

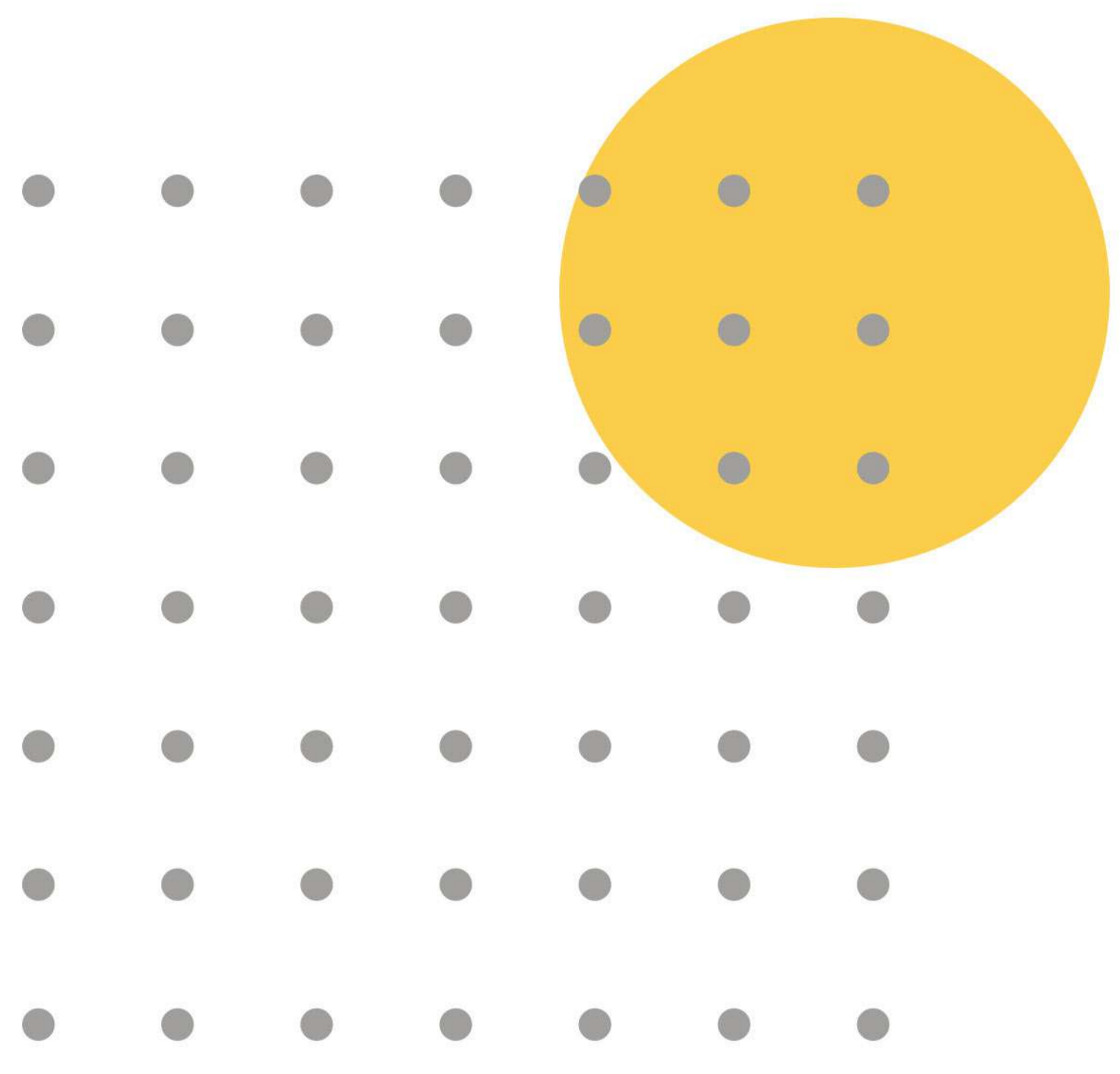
QA Spreadsheets Are SLOW

02

Call Center Quality Scorecard Templates in Excel Cannot Forecast

03

Static Information Cannot Make a Positive Impact on Your Business



**04**

**Tracking Change Using  
a Spreadsheet  
is Difficult**

**05**

**Spreadsheets  
Don't Monitor  
Employees Effectively**

**06**

**Call Center  
Quality Assurance  
Form Templates Risk  
Data Integrity**

**07**

**Spreadsheets  
Limit Collaboration**



## 3 reasons why should you switch from spreadsheets to automated call center QA

01

**Real-Time Collaboration and Reporting**

02

**Improved Accuracy in Reporting**

03

**Streamlined Reviews**

**Read More**

