

HOW QEVALPRO'S COMPREHENSIVE REPORTS HELPED AN INSURANCE COMPANY

About Client

The client is a leading insurance company. It operates as a joint venture between a top US insurance company and the leading business house from India. Over the two decades of their business venture, they are one of the most trusted and reputed brand known for their customer service and knowledge about the products. Client offers myriads of insurance products through different means and has strong team to handle customers.



The Problem

Client was maintaining offline activity of their tele-channel staff for QA through excel forms for multiple channels and products. As portfolio of products increased, managing off-line data and generating reports became a daunting task. It also resulted into limited availability of reports and comparative analysis of business as well as agents. Consequently, there was an increase in probability of mistakes due to manual handling of various files and large data set.

The Results

The client found it extremely easy to understand about creation of details to use the platform for evaluating performance of its own agents on various campaigns. Also, to track the various trends of products that would help them to evaluate performance. With QEvalPro's efficient platform client was able to avail several features over the period of time. The most significant factor was to have all these functionalities within single tool where required data were accessible under various reports at any given point of time.

Acute Approach from QEvalPro

The implemented reports from QEvalPro helped the client to maximize the performances and to streamline the processes of its center. Some of the key playing reports from QEvalPro in this regards include-

» **Program Summary Report by Agent-** This report helps supervisor to identify detailed performance of each agent. It also guides supervisor to determine specific area(s) where agent needs to improve.

» **Weekly Section Average Score Report By Agent-** It is a weekly report where performance under each sections are shown on week level. This gives the trends where agent is having opportunities for improvement and provides details on improvement of agent post training.

» **Trending Report-** With this report a supervisor has multiple options to identify different trends. It helps to identify trends by day, week and month. Also, it provides various options like to view details on section level and parameter level. This is versatile report and is ideal to get trends on various observations within organization.

» **Call Level QA score-** This report is basically in raw data format where the user has an entire evaluation in excel form. It can be useful to get data for several notes where user needs to have entire data sheet. It also helps to build own reports apart from reports available under QEvalPro.

» **Login Logout Report-** This is the report which is useful to track total hours given by each person. This report can be used to track active hours of remote employees.



The implementation of the above mentioned reports helped in enhancing the performance related concerns of agents of client.