

Quality Assurance

QA all Agent Data – Create a scalable way to read and review all cases to ensure the highest accuracy rates.

Make Better Decisions – Make decisions on fully analyzed data, not data that stakeholders think is correct, but agents have miscoded.

CRM Integration – Pull cases to review and push updated cases to integrated CRMs to easily correct interaction data and enable the reporting of correct data.

Machine Learning

Historical Data Analysis – Feed your existing data into Verbatim so the system learns exactly how your agents code cases correctly.

No Rules – Don't worry about creating rules, the Machine Learning takes care of the analysis so you don't have to spend time telling it what to do.

Supervised Training – Machine Learning analysis is presented to the QA analyst making it easy for content to be modified and enabling a supervised learning model.

Unsupervised Learning – The learning can be wholly maintained without human intervention if you choose.

Reporting

Agent Reporting – Quickly see which agents need training and which agents are the most accurate at coding interactions from customers.

Supervisor Reporting – Enable supervisors to filter by their agents to find problem areas and address training needs.

Code Reporting – Report on reason code usage and correctness across all of your cases.