



Auto QA

Owns the quality score on every resolved contact center interaction, and the coaching signal that follows it. Scores against your rubrics, escalates critical failures, and leaves every performance decision with the team lead.



| **IFS** Loops

The Challenge Today

Manual review reaches 5 to 10 percent of contact center interactions, so most of the volume is never scored. Critical rubric failures surface days or weeks later, often through a complaint than a review. Coaching runs off a small sample that may not represent the agent's work, on a monthly or quarterly cadence. Team lead time goes to selecting cases and writing reports instead of developing agents. Knowledge gaps keep causing failures until an escalation finally exposes them.

How it Works?

Auto QA fires when a resolved interaction closes in the CRM, retrieves the transcript, case summary, and outcome, and scores it against your configured rubric. It calculates composite and per-dimension scores, writes them back to the interaction record, and flags a critical failure on any single dimension regardless of the composite. Critical failures reach the quality manager in Teams immediately. Case-level coaching signals aggregate by agent into a ranked priority summary for the team lead, knowledge failures pass to the Knowledge Manager as structured gap signals, and the scores and rubric results pass to the CX Analyst for portfolio-level service intelligence.

Score every closure



Scores each resolved interaction at closure.
No sampling, and no silent skips.

Score every dimension



Process, knowledge, resolution, communication, and your own. Your weights.

Catch the single fail



Flags a critical failure on one dimension, whatever the composite score says.

Write back to the CRM



Posts the score and the dimension results onto the interaction record.

Separate the systemic



Aggregates by agent and case type, so patterns read apart from one-offs.

Name the knowledge gap



Tags wrong guidance, nothing found, and escalation caused by a gap.

Coach on the case



Names the case, the dimension, the behavior, and the rubric expectation.

Signal, never decide



Alerts the lead and the manager. No agent record touched, your governance.

Integrations

Enterprise Applications



Support



Email



Knowledge



Collaboration



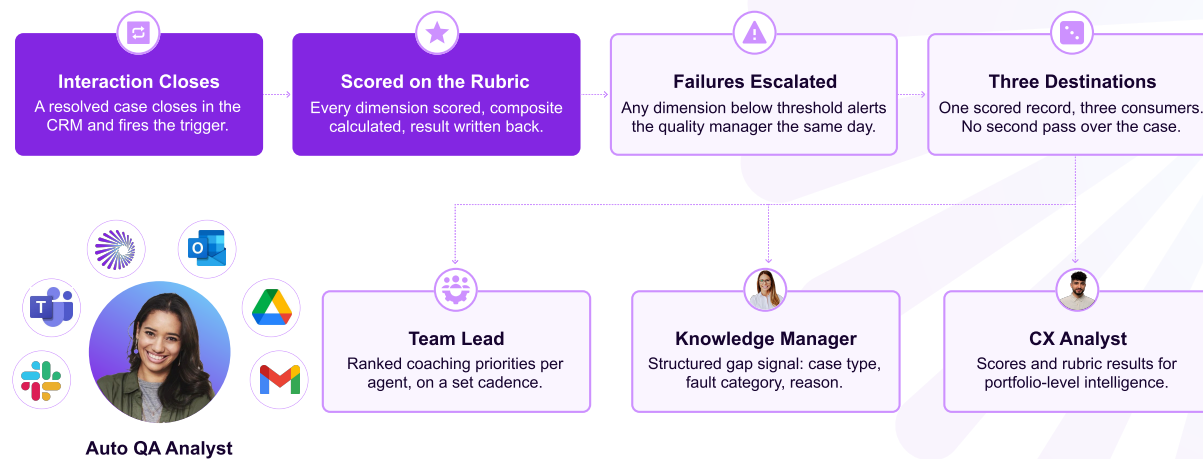
Documents



Agentic Skills

- ★ Automated Quality Scoring
- ⬆️⬆️⬆️ Performance Gap Identification
- 🔊 Coaching Signal Generation
- 💬 Knowledge Feedback Loop

Quality on Every Interaction



Key Problems Solved

- ✓ No 5 to 10 percent sample: every resolved interaction is scored against the rubric.
- ✓ Critical failures reach the quality manager the same day, not weeks on via a complaint.
- ✓ Coaching cites the case and the dimension, so it stops being a generic summary.
- ✓ Team lead time moves off case selection and reporting and onto agent development.
- ✓ Knowledge gaps go to the Knowledge Manager as they surface, not after a complaint.
- ✓ Quality scores and interaction quality feed service intelligence and reporting instead of sitting in a QA silo.

Business Value & Impact



Full coverage, no headcount

Automated scoring replaces the manual sample review.



Failures caught in real time

Management hears it the same day, not weeks later.



Coaching that lands

Case-level specificity for every agent, continuously.



Knowledge improves itself

Quality failures drive gap detection and resolution.



Audit-ready by design

Every score, alert, signal and exclusion is logged.



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