

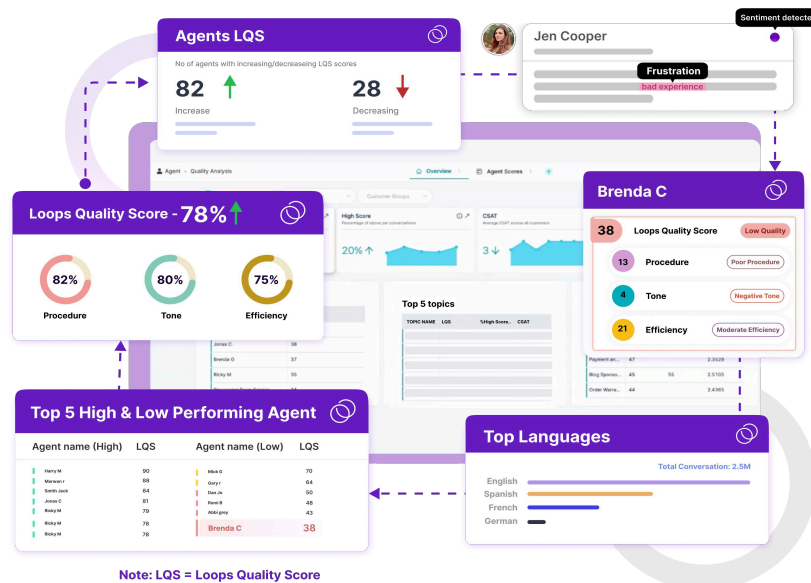


Auto QA Analyst

AI-Powered, Agent-Approved, Manager Appreciated.



Elevate agent and bot performance while boosting customer satisfaction with 100% QA coverage and calibration. Auto QA Analyst from IFS Loops helps you identify the coaching moments that matter, streamlines feedback delivery, and ensures consistent service quality. The result is better customer experiences and empowered agents and bots that continue to excel.



Benefits at a Glance



Save managers 40+ hours per month on manual reviews.



Understand 100% of CX interactions, no gaps or misses ever.



Boost CSAT by 10%-15% in under 30 days.



Increase agent coaching and engagement rate by 40%-50%.



QA bots separately, reducing escalations and FCR.



Use manual QA as needed, it's built in and easily accessible.

"Now that we've implemented Auto QA Analyst, my agents come to our weekly 1 on 1's excited to see their quality score and pick up opportunities to improve. It's been really well received and helps me see things I would have missed or never seen had we still done QA manually."

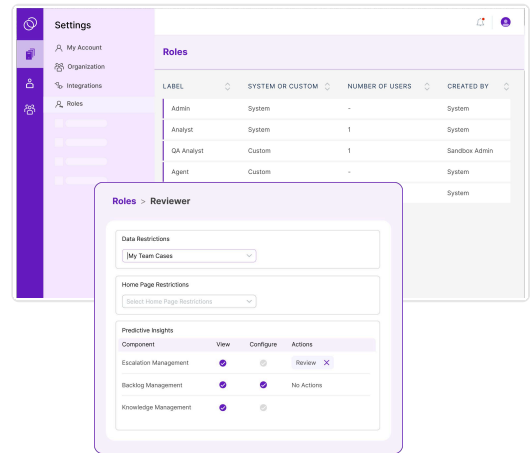


Roles Based Access Controls

Comprehensive framework that manages user permissions across the platform. Enables administrators to control access to sensitive QA data and features. Ensures proper segregation of duties between reviewers, managers, and QA specialists.

Benefit

Auto QA Analyst's smart permissions system ensures team members only access the tools and data they need, improving security while streamlining workflows.

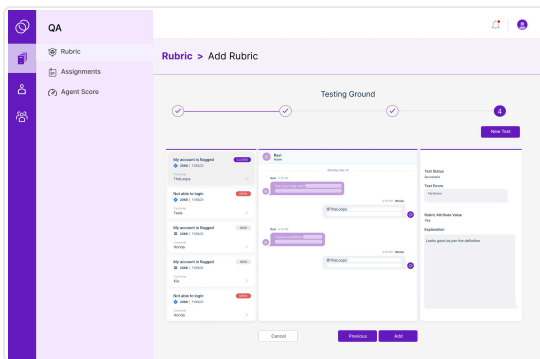


Auto QA

IFS Loops Auto QA Analyst uses automated analysis to evaluate support interactions using customizable Rubrics - quality indicators that assess service quality, accuracy, and procedure adherence. The system automatically scores resolved tickets and generates insights, enabling immediate feedback and pattern detection across interactions.

Benefit

Real-time automated quality assessment reduces QA backlogs, ensures consistent evaluation standards, and enables rapid identification of training opportunities.



Manual QA

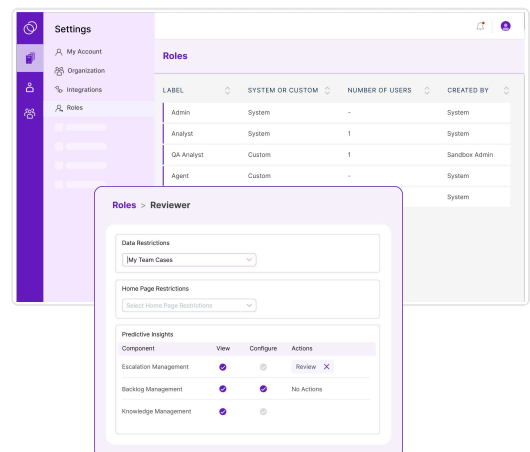
Manual review system for QA Administrators to manage quality assessment workflows, including automated and manual case selection.

Key Features

- **Random Case Selection:** Automated sampling based on configurable criteria
- **Calibration Sessions:** Group reviews to ensure consistent QA standards
- **Reviewer Auditing:** Secondary reviews to maintain evaluation quality
- **Feedback Loop:** Manual insights improve Auto QA algorithms

Benefit

Comprehensive manual QA workflows ensure evaluation consistency, reviewer alignment, and continuous improvement of automated quality assessment systems.



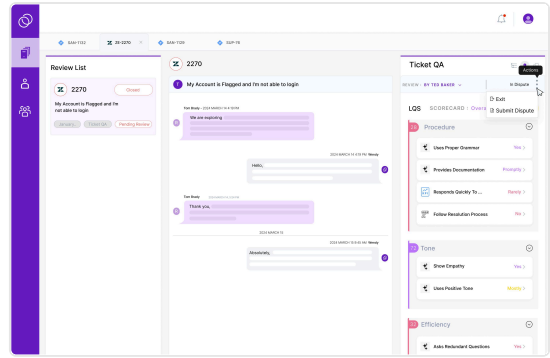
[Get a demo of Agent Assist Copilot](#)

Dispute Management

A streamlined dispute management system allows agents to challenge QA reviews through a formal process that includes dispute initiation, collaborative resolution between agents and reviewers, complete documentation tracking, and an escalation path for unresolved cases to higher management.

Benefit

Ensures fair and transparent quality assessment through a structured dispute resolution process that promotes dialogue between agents and reviewers while maintaining accountability.

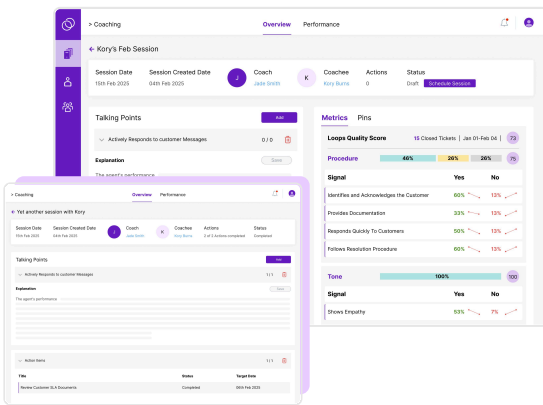


Agent Coaching

A comprehensive coaching system empowers supervisors and QA managers to deliver targeted training through rubric-based performance analysis. The platform includes features for performance tracking, customized training plans, session scheduling, and progress monitoring - allowing managers to effectively identify skill gaps, conduct coaching sessions, and track improvements over time.

Benefit

Enables data-driven coaching that directly addresses performance gaps, leading to improved agent effectiveness and consistent service quality across the organization.

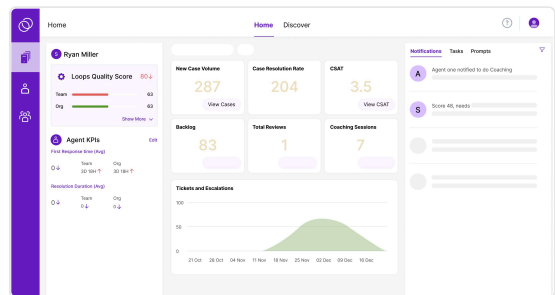


Role-Based Dashboards & Reporting

Customized interfaces and analytics suite providing role-specific tools and insights. Features personalized dashboards with relevant information and shortcuts based on user responsibilities, while delivering comprehensive quality metrics, performance tracking, and strategic reporting capabilities for data-driven decision making.

Benefit

Customized dashboards provide role-specific tools, metrics, and insights, enabling users to access relevant information quickly and make data-driven decisions through comprehensive quality tracking and performance analytics.



IFS is the world's leading provider of Industrial AI and enterprise software for hardcore businesses that make, service, and power our planet. Our technology enables businesses which manufacture goods, maintain complex assets, and manage service-focused operations to unlock the transformative power of Industrial AI™ to enhance productivity, efficiency, and sustainability.

Learn more about how our enterprise software solutions can help your business today at ifs.com.

