

HyperEvaluation

Comprehensive, cost-effective quality monitoring for all your customer contacts - telephone, email & chat

It's a proven fact that evaluating the performance of your call center agents is an effective way to improve customer service and sales efforts. HyperQuality provides the tools to help your agents provide a quality customer experience while still meeting or improving their service metrics.

With HyperEvaluation, we audit telephone, email and chat communications and report the quality scores and detailed feedback to managers, supervisors and individual agents via easy-to-use reporting software called ClearMetrix. Managers can compare customer service across a center or multiple centers, while agents can view their individual results and receive feedback to help them improve their performance.

Here's how it works...

Telephone, email and chat evaluations

HyperQuality monitors and evaluates both voice and screen activity to ensure a complete view of quality on all levels. Every agent's calls are evaluated based on the criteria and attributes that are most important for your business — from problem resolution to upselling to compliance.

Flexible Data Collection

We work with any recording solution on the market today. If you don't have a recording solution, we'll help you find a cost-effective solution from a variety of vendors, including our own system, HyperRecording.

Sophisticated Analysis

Calls, email and chat are evaluated daily. These evaluations and scores are tied back to each individual agent for personalized feedback — and improvement.



Agents can review evaluation results and areas for improvement daily



HyperQuality does the heavy-lifting of data collection to free supervisors up to coach

The HyperQuality Toolbox

HyperQuality delivers a comprehensive spectrum of products and services designed to help your customer experience get EvenBetter™ every day, including:

ClearMetrix™

Easy-to-use reporting tool includes a suite of reports to help you understand, analyze and improve customer experience. Use with your own monitoring system or with HyperQuality evaluation and analysis services.

HyperRecording

Next generation recording solution with quick start-up, hassle-free integration and lower cost than traditional systems.

HyperEvaluation

Comprehensive, cost-effective evaluations for all your customer contacts: telephone, email and chat.

HyperSurvey

Wondering how satisfied your customers feel? Customized surveys provide valuable, actionable data.

Exception Management

Monitor your Key Performance Indicators and receive instant notifications when an issue first appears.

Comment Analysis

Unlock the power of your unstructured data, including customer comments, agent case notes, chat sessions, and more.

Professional Services

Custom consulting and assistance on customer experience strategy, sales optimization, linking call center performance, surveys, modeling, advanced analytics and more to improve your bottom line.



HyperQuality, Inc.

316 Occidental Ave.S, Suite 300,
Seattle, WA 98104
1-877-283-7110
www.HyperQuality.com