

# Quality Management and Speech Analytics



## Self-paced Training

This interactive self-paced course gives you the knowledge and skills to administer and manage Quality Management and Speech Analytics solutions. This course contains three core modules: Overview, Settings, and Interactions, Evaluations, and Reports. The course also contains two optional modules: Speech Analytics and Live Monitoring.

## Performance Objectives

At the end of this course, students will be able to:

- Identify how to configure and manage Users, Groups, and Roles
- Customize and assign Evaluation Templates
- Authorize User permissions
- Manage and monitor Agent Groups
- Evaluate/score agent calls and analyze trends
- Create goals and manage user performance based on completed goals
- Create Snippets when necessary

Speech Analytics:

- Apply Speech Analytics' methodology to quickly target specific call data at the transcription level
- Customize Categories to target call data for unique business functions
- Analyze Reports to gather transcription metrics and measure key performance indicators

Live Monitoring:

- Assign Live Monitoring Permissions to a Role
- Navigate the Live Monitoring Dashboard
- Explain the differences between Live Monitoring with and without Screen Recording

### Recommended Prerequisites

Experience in Virtual Contact Center Administration or Supervision

### Target Audience

System Administrators and Supervisors responsible for supporting, managing and evaluating agent performance

### Course Length

2 Hours

### Training Units

2 per person