

# 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 main sections: Quality Management Administrator, Quality Management Supervisor, and Speech Analytics.

## Performance Objectives

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

Administrator:

- Identify how to configure and manage Users, Groups, and Roles
- Customize and assign Evaluation Templates
- Authorize User permissions

Supervisor:

- 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

## 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