

Improving workforce performance and driving customer interaction excellence

Contact centres are often the first point of contact between customers and businesses. The impression created during these interactions can significantly influence customer relationships, brand perception, and long-term loyalty.

Effectively measuring and managing agent performance - combined with meaningful feedback and skills coaching - is essential to contact centre success. By empowering agents to perform at their best, organisations can deliver consistent, high-quality customer experiences that strengthen and enhance their brand.

Turn Every Interaction into Measurable Excellence



Measure and manage agent performance to enhance brand reputation

Performance management is a critical business function within any contact centre. Successful quality monitoring goes beyond simply evaluating calls consistently and fairly.

DataVoice Quality Management equips supervisors and managers with powerful tools to analyse agent performance in a practical and actionable way. Training needs can be identified quickly, enabling personalised coaching goals, positive motivation, and constructive feedback that inspires agents and drives continuous improvement.

Transform Contact Centre Performance with Intelligent Quality Management



Key Features

Fully Customisable Evaluation Templates

Templates can be tailored to align with specific business objectives and desired agent behaviours. Configure unlimited questions, weighted scoring, customised scoring guidelines, and flexible evaluation criteria.

On-the-Fly Feedback During Evaluations

Supervisors can add coaching comments, highlight call segments, and attach relevant learning material directly within evaluations to address specific performance areas.

Agent Evaluation Sign-Off

Agents can review completed evaluations, provide feedback, and acknowledge results, promoting transparency and engagement.

Automatic Call Selection for Evaluation

Recurring automated schedules ensure calls are selected independently and consistently across agents and teams, supporting fair and unbiased evaluations.

Key Features

Pre-Formatted Reporting

Easy-to-use, customisable reports provide insights into call evaluations, performance comparisons, and coaching effectiveness.

Role-Based Security

User access levels are controlled according to assigned responsibilities, ensuring data security and governance.

Multi-Language Support

Supports diverse operational environments with flexible language capabilities.



Key Benefits

- Transform call evaluations into structured, customised coaching sessions
- Formalise one-on-one performance reviews with measurable improvement objectives
- Ensure fair, objective evaluation through automated processes
- Promote a culture of continuous learning and professional development
- Improve customer experience, service consistency, and satisfaction levels

DataVoice QM is a powerful Quality Management solution designed to improve and sustain high standards of customer interaction. Through integrated Agent Evaluation and Agent Learning portals, organisations can effectively develop agent skills while achieving key operational goals, including customer service excellence, increased loyalty, successful cross- and up-selling, improved first-call resolution, and optimal call handling times.

About DataVoice

DataVoice is a trusted global provider of secure interaction recording solutions for corporate and high-stakes environments. The organisation supports partners worldwide in reducing risk, protecting reputation, and ensuring regulatory compliance.

By transforming every recorded interaction into actionable insight, DataVoice enables organisations to strengthen operational performance and accountability.

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