



CallScoreLive is a web based Call Quality Analytics platform that has been designed to leverage it's unique ability to utilize dynamic data. This platform has been developed with Call Centers in mind and provides a flexible means to perform the following functions as well as seamlessly interface with existing and future platforms.

Security: CallScoreLive is a Secure system that is Hierarchy based. It forces users to use a strong password and reset their password on a regular basis. Each user can only see what their profile requires. The system is behind a robust firewall!

Track: CallScoreLive tracks call data, such as direction, disposition, Agent information, dynamic data fields, advertising sources. This information and data is tracked and can be reported out (see Reports below).

Recordings: The system can link or import recordings from a variety of sources. In most cases, the call is already in a environment that records. CallScoreLive can interface with a multitude of systems that record inbound and outbound calls. These recordings are then linked to tracked data.

Reports: CallScoreLive provides reporting in a variety of forms. All reports can be generated in Microsoft Excel format as well as Adobe PDF format. Reports are generated via the CallScoreLive engine and can output....

- Automatic - Reports can be generated and emailed automatically as predefined by client specifications.
- Ad Hoc - Reports can be run at anytime via the CallScoreLive online web form.

Agent/Call Evaluation: The heart and soul of this platform is to improve performance of Agents! All tracked data and recordings are brought together with the CallScoreLive evaluation tool. This tool brings with it the Client predefined "Score Card" with weighted scoring. Multiple Score Cards are available to ensure the Score Card matches they type of call.

Calls can be "Flagged" and have automatic alert emails sent to individuals with elevated hierarchy access.

Calibration: CallScoreLive's Calibration tool allows for multiple individuals to login, be assigned a Call to Calibrate and evaluate as normal. Each Evaluation is brought into a report to show variation of evaluators and ensure Evaluations are Calibrated correctly.

These are just a few of the many aspects of this platform that continue to provide crucial Call Center Quality Analysis to our current clients. Contact us today to see this platform in action and see how it can increase the performance of YOUR Team!

CallScoreLive is another Product of **Contact Services, L.L.C.**

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