# Verint Quality Score (VQS) Job Aid

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**Description:** Provides information on the Verint Quality Score (VQS).

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| Verint Quality Score (VQS) Overview |

* VQS is an Automated Quality Monitoring (AQM) process which replaces MPS (Mattersight Predictive Score).
* VQS uses speech analytics and artificial intelligence to look for certain phrasing within the Rep’s speech to complete a call review evaluation & provide an overall quality score.
* VQS relies upon translation of spoken words to text, so speaking clearly will have a positive impact on translation accuracy, VQS scoring accuracy, and will improve member experience. Remember, if automation can’t understand spoken words, members likely can’t either.
* VQS process applies to:
  + 100% of inbound Commercial and Medicare D calls
  + Member transfers to Supervisors which are greater than two minutes

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| VQS Evaluation Form Criteria & Helpful Hints |

This section provides an overview of the different call flow elements VQS is monitoring and evaluating. Listed below you will find the corresponding points awarded for each element and helpful hints to be aware of.

**Note:** When VQS scores a call, and the result is N/A (**Example:** Putting member on hold), the system will automatically award the points.

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| **Topic Category** | **Review Scope** | **Potential Results** | **Helpful Hint Examples** |
| Greeting & Authentication (25 pts) | Greeting (10 pts) | Yes or No | Follow the Consultative Call Flow and start the call by saying thank you, hello, good morning, good evening, etc. |
| Authenticate (15 pts) | Yes or No | Use your authentication key words: First/last name, date of birth, medication, etc. |
| Reason (20 pts) | Call Reason (20 pts) | Yes or No | Reassure member you can assist them with the reason for their call.  **Examples:**   * Yes, I can help you with… * I can certainly help you with… * Absolutely, I can help you with…. * Definitely, I can help you with… |
| Resolve Issue (35 pts)  (Note that these elements are triggered by an action and AQM is looking for a response to that action) | Hold (10 pts) | Yes, No, or N/A | **Action:** Caller is placed on hold.  **Response:** Acknowledge the caller after returning from hold.  **Examples:**   * Thank you for holding. * I appreciate your patience. |
| Empathy (10 pts) | Yes, No, or N/A | **Action:** Caller uses words indicating that he/she is upset or is seeking comfort.  **Response:** Create a human connection.  **Examples:**   * I absolutely understand… * I definitely would feel… |
| Transferred (15 pts) | Yes, No, or N/A | **Action:** Caller requests to speak to a supervisor or escalates.  **Response:** Confirm who the call is being transferred to: Supervisor, Senior Resolution Team, Clinical Care, etc. |
| Ensure Resolution (10 pts) | Resolution (10 pts) | Yes or No | Ensure the member was fully taken care of.  **Examples:**   * Was I able to fully address your reason for calling today? * Is there anything else I can help with? * Does this take care of everything? |
| Closing (10 pts) | Courteous (10 pts) | Yes or No | End the call with courteousness.  **Examples:**   * Thank you! * You’re welcome! * My pleasure! * Have a good day/night! |

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| How is VQS Calculated |

The VQS Goal calculation is Total Score of all completed VQS Evaluations divided by the Total Count of VQS Evaluations (**Example:** Total Score/Total Count).

**Example:** You have 10 total evaluations (Total Count). Each evaluation is worth a total of 100 points. Out of those 10 evaluations, the Total Score (points achieved) is 980. The VQS Goal calculation is 980/10 = 98% (Total Score/Total Count).

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| Related Documents |

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