

06 QA Process

User Acceptance Testing (UAT) is **the final stage of any software development life cycle**. This is when actual users test the software to see if it is able to carry out the required tasks it was designed to address in real-world situations.

In this situation, we have identified the QA process as critical to the success of the project.

The QA process kicks in as soon as a call is received and a conversation occurs.

To access the QA Form

☐ On the left menu click on the calls Icon you will see a list of calls with QA Done column

Dash

Cases

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Call History

List

Reports

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Date	Direction	Phone	Extension	Wait Time	Hold Time	Talk Time	Hangup By	Hangup Status	Case ID	Disposition	QA Done
7 Nov 2022 1:02 PM	Inbound	255786267268		0:29	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:59 PM	Inbound	255786441898		0:17	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:58 PM	Inbound	255683131812		0:16	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:57 PM	Inbound	255692893554		1:45	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:55 PM	Inbound	255784935890	230 abdalla	4:23	0:00	0:10	usr	answered			No
7 Nov 2022 12:54 PM	Inbound	255687025283		0:15	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:52 PM	Inbound	255687025283		0:31	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:49 PM	Inbound	255685275667		0:45	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:49 PM	Inbound	255782729226	230 abdalla	4:39	0:00	0:48	usr	answered			No
7 Nov 2022 12:47 PM	Inbound	255683856977	230 abdalla	1:46	0:00	0:00	usr	missed			N/A
7 Nov 2022 12:47 PM	Inbound	255693631106	230 abdalla	0:59	0:00	0:00	usr	missed			N/A
7 Nov 2022 12:46 PM	Inbound	255788660485		0:54	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:46 PM	Inbound	255787923574		0:29	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:45 PM	Inbound	255687564888		0:58	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:44 PM	Inbound	255685850301		0:17	0:00	0:00	phone	abandoned			N/A
7 Nov 2022 12:43 PM	Inbound	255685208741	200 test	0:40	0:00	0:00	usr	missed			N/A
7 Nov 2022 12:43 PM	Inbound	255688663044	200 test	0:09	0:00	0:00	usr	missed			N/A

When you click on the QA Donecolumn you will get a Form

Call History

Filter

CSV

List

Reports

Date	Direction	Phone	Extension	Wait Time	Talk Time	Hold Time	Hangup By	Hangup Status	Disposition	QA Done
23 Nov 2021 1:13 PM	Inbound	100	→ 100	1:11	0:00	0:00	Extension	Missed		N/A
23 Nov 2021 1:11 PM	Inbound	100	→ 100	1:11	0:00	0:00	Extension	Missed		N/A
23 Nov 2021 1:10 PM	Inbound	100	→ 100	0:52	0:00	0:00	Extension	Missed		N/A
17 Nov 2021 12:02	Inbound	100	→ 114	0:56	0:03	0:00	Extension	Dump		No
17 Nov 2021 12:00	Inbound	100	→ 118	1:11	0:00	0:00	Extension	Missed		N/A
17 Nov 2021 11:59	Inbound	100	→ 114	1:11	0:00	0:00	Extension	Missed		N/A
17 Nov 2021 11:19	Inbound	101	→ 100	0:53	2:32	0:00	Extension	Answered		No
17 Nov 2021 10:59	Inbound	101	→ 100	0:24	0:52	0:00	Customer	Answered		No
17 Nov 2021 10:57	Inbound	101	→ 100	0:35	0:54	0:00	Customer	Answered		No

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on the call list, we have a column for QA done. Click on it to get the form Below, Listen to the call and perform and evaluation.

QA Form

×

To ,

▶ Talk Time 0:00

Opening / Greeting	0	Listening	0	Pro- activeness	0	Resolution / Counselling	0	Hold Procedures	0	Closing	0	Feedback	Total Score	0
0 %		0 %		0 %		0 %		0 %		0 %			0 %	

Opening Call Greeting

1. Use of call opening phrase

Yes Partialy No

2. Section Comments

Next

☐ Answer all the Questions while creating

QA Form

×

Inbound Call From 100 To 114, 17 Nov 2021 12:02

▶ Talk Time 0:03

Opening / Greeting	2	Listening	7	Pro- activeness	6	Resolution / Counselling	7	Hold Procedures	3	Closing	2	Feedback	Total Score 27
100 %		70 %		100 %		70 %		75 %		100 %			79 %

Feedback

fhfh



Previous

Finish



Upon submission

The QA results are listed on
the following screen.

QA Results												Filter	CSV	List	Reports
Call Date	User	Talk Time	Opening	Listening	Proactive	Resolution	Holding	Closing	Total Score	Supervisor	Created On				
17 Nov 2021 10:59	test	0:52	100 %	70 %	100 %	60 %	100 %	100 %	79 %	test	17 Nov 2021 11:40				
												1 - 1 of 1			

To view QA results details you can just click on the list ITEM.

Question	User Response	Our Comments
Did you successfully Create a QA survey.	Tick where appropriate <input type="checkbox"/> YES <input type="checkbox"/> NO	

Did you successfully View QA survey.	Tick where appropriate <input type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	<div> Your Names</div> <div></div> <div> Your signature.</div> <div></div>	

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the following screen.

QA Results												Filter	CSV	List	Reports
Call Date	User	Task Time	Opening	Listening	Proactive	Resolution	Holding	Closing	Total Score	Supervisor	Created On				
17 Nov 2021 10:59	test	0:52	100 %	70 %	100 %	60 %	100 %	100 %	79 %	test	17 Nov 2021 11:40				
												1 - 1 of 1			

To view QA results details you can just click on the list ITEM.

Question	User Response	Our Comments
Did you successfully Create a QA survey.	Tick where appropriate <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Did you successfully View QA survey.	Tick where appropriate <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	<div><input type="text" value="Your Names"/> <u>Joachim Kamau</u></div> <div><input type="text" value="Your signature."/> <u>[Signature]</u></div>	

Did you successfully View QA survey.	Tick where appropriate <input type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	1 Your Names 2 Your signature. 	

ROSEMARY DEUGRATIUS ~~DR~~ 9/11/2022
 AZUAH FUNOI ~~Dec~~ 9/11/2022.
 EVARISTEN VALENTINE ~~Barbuen~~ 9/11/2022
 MICHAEL JACKSON ~~MS~~ 09/11/2022