

## 06 QA Process

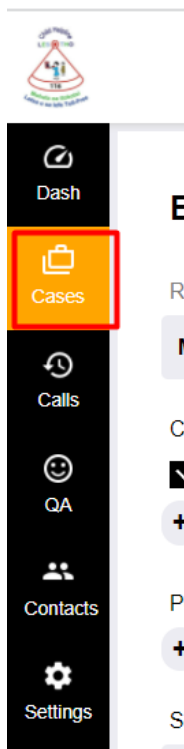
User Acceptance Testing (UAT) is **the final stage of any software development life cycle**. This is when actual users test the software to see if it is able to carry out the required tasks it was designed to address in real-world situations.

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 conversation occurs.

To access the QA Form

- ☐ On the left menu click on the calls Icon



YOu will see a listing of all calls as seen below.

## Call History

Filter CSV List Report

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.

Disposition	QA Done
	N/A
	N/A
	N/A
	No
	N/A
	N/A
	No
	No
	No

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All the rows with NO indicate that there was a conversation. when you click the NO button you get the QA form.

## QA Form

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

▶ Talk Time 0:03

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

☐ Answer all the Questions while creating

## QA Form

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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><i>Your Names</i></div> <div></div> <div><i>Your signature.</i></div> <div></div>	