

06 QA Process

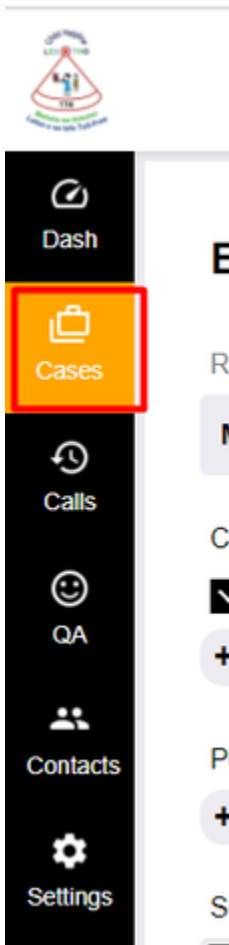
User Acceptance Testing (UAT) is **the final stage of any software development life cycle**. This is when actual users test the software to see if it is able to carry out the required tasks it was designed to address in real-world situations.

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 | 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 | | | | |

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 |
| <div> <div></div> <div>1 - 9 of 9</div> <div>◀ ▶</div> </div> | |

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

QA Form



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 |
| 0 % | | 0 % | | 0 % | | 0 % | | 0 % | | 0 % | | |

| | |
|-------------|-----|
| Total Score | 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



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 |
| 100 % | | 70 % | | 100 % | | 70 % | | 75 % | | 100 % | | |

| | |
|-------------|------|
| Total Score | 27 |
| | 79 % |

Feedback

fhfh



Previous

Finish

Upon submission

The QA results are listed on

the following screen.

Dash

Cases

Calls

QA

Contacts

Settings

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. | <div>Tick where appropriate</div> <div><input type="checkbox"/> YES</div> <div><input type="checkbox"/> NO</div> | |
| Did you successfully View QA survey. | <div>Tick where appropriate</div> <div><input type="checkbox"/> YES</div> <div><input type="checkbox"/> NO</div> | |
| 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><div><div></div><div>Your Names</div></div><div>Nthabiseng Koetlisi</div></div> <div><div><div></div><div>Your signature.</div></div><div>N.Koetlisi</div></div> | |