

Abstract

With growing business in Contact Center industry, Tele services industry has also evolved itself with a lot of contact center solutions. Call recording and quality monitoring services and solution is one of them. Provider of these services have range of products involving hardware and software so they also provide a storage service of recoded call which can be accessed by their clients from a provided user interface.

Call recording, quality monitoring, coaching, customer surveys, and speech analytics are the services which are provided by a contact center solutions companies typically as a service based software.

Challenges

One of our clients, a tele services provider promised that his provided solution will enable his clients to:

- Get both sides of the call - caller and agent
- Create evaluation forms with an easy-to-use point and click design interface
- Easily access, playback and follow calls to make quick work of evaluating agents
- Format control the way you want it - to meet your center's needs
- Have total flexibility in weighting and reporting - to meet your performance goals
- Easily share results with agents and managers, for maximum impact

Solution includes combination of both hardware and software which can do storage of recoded calls and presentation to its client and statistical analysis of data. But during the implementation they were facing quality issues in their client's data and system configurations for various clients.

Tele services provider required an expert monitoring of his system and analysis of data so they can meet their promises for their clients.

Solution

To meet our client's requirement our experts suggested the manual testing of the system's configuration and to analyze the calls quality by call listening, and statistical analysis strategy was chosen for data quality management assurance.

Tester was provided with the real environment in which solution has to work. Solution was tested with chosen strategies and following major issues were found in the system.

- Call drop
- Call not forwarding



- Call not properly completed
- Call not recorded
- Voice data packets loss during transfer
- Voice data packets loss during storage
- Calls were not properly being posted at user interface
- After performing the statistical analysis our client was provided with reports comprising of the details like
- Calls which match accurately
- Calls which didn't record
- Calls which didn't match accurately

Reporting tool

All major issues reported with the help of Bugzilla.

Conclusion

Testing highlighted major configuring mistakes and also provided a detail of issues that can be avoided in future. And also on the basis of above mentioned tester's findings System was modified on the basis of test team reports and clients got a quality product with smooth business functioning.