



# RESPOND QA

Introducing the Quality Accelerator Module

## DATA SHEET

The Quality Accelerator module is the latest release of Respond, the market leading case and complaints management solution from Aptean. Respond has always moved with the times and kept users up-to-date with the latest technology. Keeping their fingers on the pulse and paying great attention to customer feedback, the Respond team have created a module that will increase the accuracy of your quality assurance and put quality at the heart of customer service.

### THE QUALITY ACCELERATOR MODULE

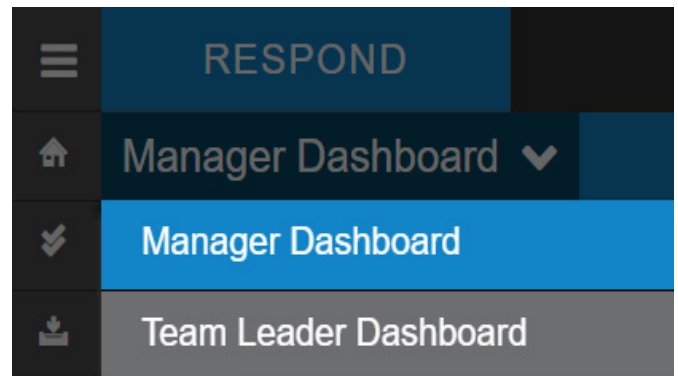
In a bid to produce consistent customer service, the Respond Quality Accelerator module improves the consumers' perception of complaints handling by identifying poor practice, provoking training improvements and driving up quality levels. Quality Accelerator is a risk based, real-time quality assurance and retrospective quality control module that introduces advanced skills and competency functionality.

### HOW IT WORKS

To install Quality Accelerator, you must be on Respond 7 or above.

- Quality Accelerator allows managers to monitor their team's level of quality to ensure they provide a service that surpasses the ordinary.
- Reviewers can provide feedback on each handler's practice and how it must be improved.
- Reviews of each user can help to identify the high achievers to make sure they are recognized for their efforts. This directly affects their morale and productivity.
- Poor practice can be captured and rectified before reaching the customer.
- Learnings from consistent or common mistakes can be spotted and training can be implemented to reduce them.
- Appeals processes provide efficient escalation paths for disagreements.

- Quality assurance specific dashboards keep everyone up to date with their progress or their team's ranking.



### QUALITY ASSURANCE OUTCOMES

Complaints are no longer marked against the traditional pass/fail model; a 'fail' mentality can negatively affect team morale and leads to apathetic sentiment. Aligning itself with this belief, Quality Accelerator helps to not only identify and reward the high achievers within the organisation, but also those who may be in of need some extra help in their handling of complaints. Recognition of both good and bad practice accelerates the improvement of customer service with examples of exemplary handling guiding workers towards meeting a high working standard. Improving the quality of service increases the number of satisfied and loyal customers; happy consumers equals positive rumours.



Although the feedback from customer surveys can be a good starting point for making improvements, the data can often be unreliable and not directly linked to case data. With Respond Quality Accelerator, easy to use, drill-down dashboards allow users to extract key pieces of data so that an accurate strategy can be made to rectify poor practice. Instead of being based on anecdotes, organisations that base improvements on their quality assurance data will be able to drive a more accurate diagnosis of mishandling.

## WHAT IT PROVIDES:

### 1. INCREASED EFFICIENCY

An organisation's greatest cost is its workforce. To ensure this investment is being utilised in the best way possible, it is important to make sure your colleagues reviewing complaints are doing so as efficiently as possible while still reaching the correct outcome. Respond Quality Accelerator is built into your Respond system, reducing the time spent switching between different windows or even printing out a case, reviewing it manually and emailing it back to the handler. The quality assurance scoring window is viewed side-by-side with the case in Respond Quality Accelerator meaning that more reviews can be carried out by the same number of people. Your customer's expectations are constantly increasing; the number of complaints are growing and the turn-around time is becoming tighter. The positive fall out of increasing a team's efficiency will not only serve to further encourage employees to meet their full potential but will also equate to improved customer service.



Aptean is a leading global provider of mission critical enterprise software solutions. We build, acquire, and integrate industry-focused solutions to support the evolving operational needs of our customers, enabling them to increase operational efficiencies and improve customer satisfaction and loyalty. To learn how Aptean can help your organization stay at the forefront of your industry, visit [www.aptean.com](http://www.aptean.com).

### 2. HIGHER TEAM MORALE

An increase in quality assurance accuracy and process transparency boosts both customer and employee satisfaction rates. Regular quality assurance analysis, facilitated by Respond Quality Accelerator, marks out the high achieving case handlers. Recognition of good practice incentivises workers whose proficiency will be heightened in the knowledge that they're being closely monitored but also have the potential to be rewarded. Likewise, for those that require extra training, the Quality Accelerator module will indicate where certain flaws lie, giving poor performers the opportunity to rectify their weaknesses and develop into a high achiever.

### 3. FINDING THE PROBLEM

For any organisation, time is precious. By making quality assurance and quality control reviews hyper-specific to the type of case being reviewed, data can be accurately drawn from Respond to quickly source and sort problems. Respond's easy-to-use dashboard clearly displays data meaning that anomalies can be promptly identified within seconds. Additionally, more mistakes are caught first time, often being rectified before being seen by the customer.



**To find out how you can take advantage of the Quality Accelerator module and move your complaints handling from ordinary to extraordinary, please contact your Account Manager today, email us at [respond@aptean.com](mailto:respond@aptean.com) or visit [www.apteanrespond.com](http://www.apteanrespond.com).**