How Do I Use Quantify QM

QM Agent

This topic is designed for QM Agents.

Quantify Quality Management (or Quantify QM) is used for call quality monitoring and performance assessment. Quantify QM helps organisations to assess, record, maintain, and improve customer service quality.

This Quick Question topic is designed for QM Agents and provides an overview of using Quantify QM to review evaluations performed on your calls, and review assigned coaching comments.

Review Evaluations

To review an evaluation:

1. Open Internet Explorer and go to your Quantify login page.

2. Login to Quantify with a QM Agent account. See your system administrator for account details.

   If you're not taken straight to Quantify QM, roll over the ◙ Quantify main menu and select the **Quality Management** icon.

   As a QM Agent, you'll be taken straight to the QM Performance Center which lists all the evaluations that have been performed on your calls. From here, you can see the score for each evaluation, and if a coaching comment has been assigned.

3. To review an evaluation, click the ➋ **Review** icon next to the evaluation. This will take you into the evaluation form where you can see the scores and notes entered by your QM Manager.

   If you have permissions to replay your calls, you can use the ▸ **Play**, ‖ **Pause**, ▸▸ **Forward**, and ◂◂ **Back** quick controls at the bottom of the screen to control call playback.

4. To go back to your Performance Center, select **Close** from the ··· **Menu**.

Review Coaching

As part of an evaluation, a QM Manager can assign coaching "comments". These may just be simple comments/ observations, or detailed learning objectives to improve or maintain call quality. If you're not sure how coaching comments are used in your organisation, see your QM Manager for help.

To review coaching:

1. Login to Quantify with a QM Agent account and go to **Quality Management** and click the **Coaching** tab.

2. The QM Coaching list shows all the coaching comments that have been assigned to you by your QM Manager(s).

   To review a comment, click the ➲ **Review** icon next to the comment — from here you can see the evaluation and coaching details.

   To mark a coaching comment as "Reviewed", click the **Mark Reviewed** button. This will apply a "**Reviewed Date**" in your coaching list and also in your QM Manager's coaching list.

   Note that you may want to check with your QM Manager when to use the **Mark Reviewed** button.

3. If needed, click the **Coaching** tab to return to the QM Coaching list.

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Preferences

Your QM Performance Center and QM Coaching lists can be organised as you like:

- To show a list in a particular order, click a column heading – for example, list evaluations by **Evaluation Date** or list coaching comments by **Assigned Date**.
- To change the order of columns, just drag & drop a column.
- To use filters, click the ▼ **Filter** icon next to any column and enter the details. Filters allow you to show or hide items in a list — for example, only show evaluations for February, or hide coaching notes older than three months.
- To page through a list, use the ▶ **Next Page** and ◀ **Previous Page** buttons at the bottom of the list.

Once you've set your lists how you want them, your preferences are remember for the next time you login to Quantify QM.

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