LEVELAI

ACHIEVE NEAR-HUMAN PRECISION IN AUTO EVALUATING CONTACT CENTER CONVERSATIONS WITH A GROUND-BREAKING NEW QA-GPT SOLUTION

Level AI's cutting-edge QA-GPT is a multichannel Auto-QA solution that evaluates every contact center conversation to your exact standards – according to your organization's custom scorecards –with near-human accuracy. Goodbye black-box, unreliable QA scoring.

Auto-Score like never before

- QA-GPT uses generative AI to auto-score even the most challenging questions on your custom QA scorecards

- No more suboptimal, one-size-fits-all sentiment scoring, keyword-based scoring, or other black-box scoring approach

- Level AI's proprietary LLM (Large Language Model) will score near 100% of your custom scorecard and evaluate 100% of conversations on every channel (call, chat, or email) at near 100% accuracy

- Say goodbye to complex and laborious setup; just type the questions in your QA rubric, and you're set

- The AI improves over time with your contact center conversation data and continuous model improvements by Level AI

Auto-Scores you can trust

- QA-GPT understands the nuances and complexity of human language. It uses the whole conversation rather than matching a phrase or keyword to truly comprehend the meaning behind the words

- QA-GPT provides a statement along with contextual quotes from the conversation for every score to support its evaluation

- Create an unlimited number of scorecards for each channel, team, and more

- Automatically assigns conversations for manual reviews based on criteria such as topic, key conversation moment, QA score, sentiment, agent, etc.

QA Score	Instascore	CSAT Score
75% (PASS)	88.89% (PASS)	None

System Proficiency — 7/7 Pts

Did the agent proactively reduce the customer's effort? — Yes

Autoscore evidence

Description

Comments
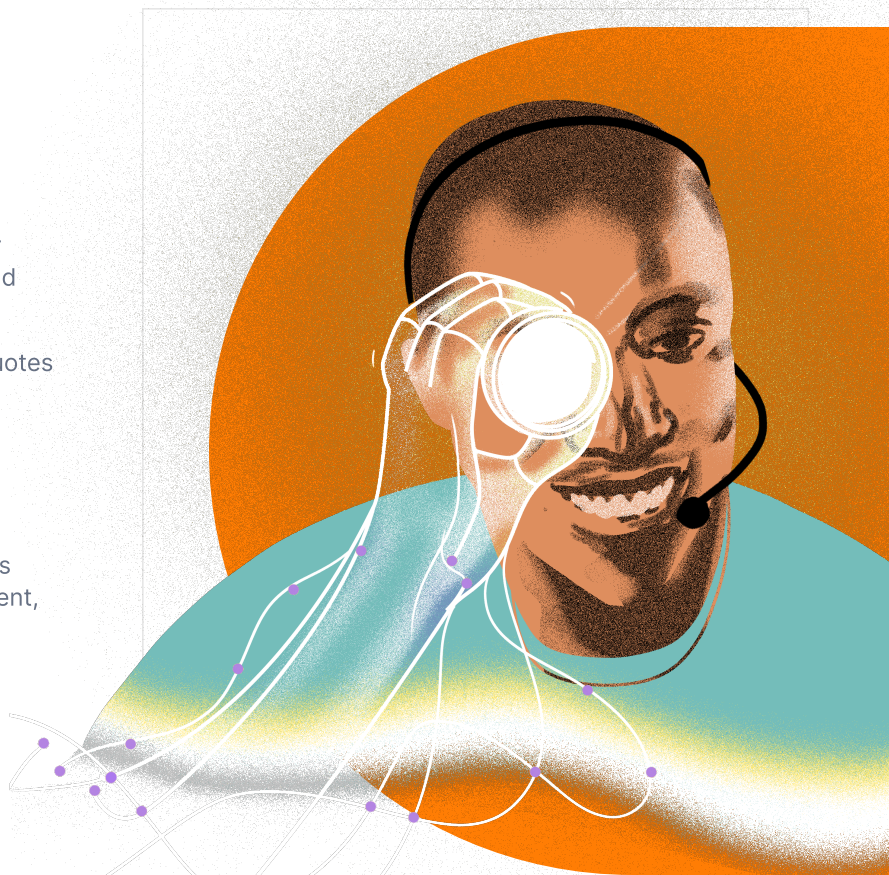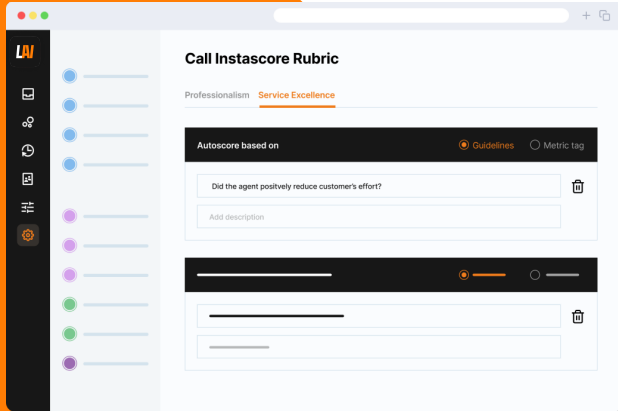
10x Faster manual QA reviews

- Each conversation comes with both an "Instascore" generated by QA-GPT and a manual QA score that your team can still use for manual reviews

- Build workflows to assign conversations for manual reviews based on criteria such as topic, key conversation moment, QA score, sentiment, agent, etc.

- Quickly review the most important conversations and focus their efforts on coaching agents

- QA-GPT suggests scores and shows evidence, allowing QA managers to make quick decisions without having to listen to the entire conversations

- Objective metrics like response time and custom conversation tags can also be used in evaluating conversations

A comprehensive QA platform

- Create rich, personalized coaching plans and track agent performance over time

- Get 100% visibility into the contact center with powerful and customizable analytics and reports

- Agent screen recording for contact center managers to identify process adherence and improvement opportunities

Save on costs and improve customer experience

- Built-in QA reports and dashboards provide a complete view of your QA program and agents' performance

- QA-GPT ensures regulatory compliance in every customer interaction

- Increase QA auditor efficiency by 10x by automating all of the repetitive and tedious tasks

- Efficiently manage agent coaching with effective and personalized coaching plans, and direct one-click feedback