

ARTPRO

"Time Is Valuable. Artpro allows you to manage time, communicate anytime and anywhere."

ARTQM

Quality Management



ARTQM

Call center key performance indicators (KPIs) are measurable values that show how effective call centers are in achieving key business goals. The process can be measured by testing many different factors. Attitude of employees, effectiveness of problem solving, customer satisfaction etc. This process ensures that every customer is treated with respect and delivers a positive, competent and timely brand experience. In KPI goals, each organization has its own individual and team-based goals.



ARTQM

Müşteri Temsilcisi verimliliği için Artpro Kalite Yönetimi

Examples of business KPI values are Customer Satisfaction Rate, Customer Complaint Rate, Repeat Customer Rate, Customer Loyalty, Market Share Percentage, Net Supporter Score.

Sales Reports, Visit Reports, Collection Reports, New Customer Ratio, Resource Hours Spent for Sales Tracking, Average Conversion Time can be given as examples of Sales KPI values.



Examples of Finance-Accounting KPI values are Balance Sheet, Income-Expense Statements, Financial Statements, Cash Flow Statements, Net Profit, Income Increase Rate, Gross Profit Margin, Operational Cash Flow, Current Account Receivables, Inventory Transfer.

Examples of Human Resources KPI values are Personnel Rights Costs, Employee Circulation Rate, Employee Satisfaction Rate, Training Hours Per Employee, Employee Turnover Rate, Response Rate to Open Positions.

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Artpro Quality Management for
Agent efficiency

What is Call Center Quality Management?

Call center quality management, also known as quality assurance, monitors, reviews and improves every interaction between call center agents and customers.

Quality professionals listen to call recordings and grade them according to a set of criteria, including but not limited to industry policies, legal standards, and customer requirements. The goal is to maintain compliance and consistency and ensure that the customer is satisfied with the service your agents provide.



Why is Call Center Quality Management Important?

It increases customer satisfaction. Call center quality management is all about analyzing what works and what doesn't, with the aim of improving the customer experience. When you get quality management right, you will see your customer satisfaction metrics improve.

• Helps the agent's career development

Quality managers are often tasked with coaching call center agents. In one-on-one meetings, you can review conversations with your representative, identify their strengths, and create a plan to improve on their weaknesses. Moreover, Quality Management helps you identify your star representatives, which is useful when deciding which management positions to promote.

• Ensures compliance with industry standards and laws

Quality professionals are responsible for ensuring that the call center maintains compliance with the laws of your industry and country. Laws such as MMS and PDPL may need to be taken into account in every agent-customer interaction. At this point, failure to comply can have legal consequences for your call center.

• Ensures consistency

Maintaining consistency will be difficult, especially as your call center scales. Your job as Quality Management means you are responsible for establishing and maintaining a set of standards to ensure a consistently good customer experience, no matter how big your team grows.

• Increases productivity

Quality Management also finds and helps reduce inefficiencies by monitoring calls, so your agents can improve workflows, reduce inefficiencies and increase productivity by arranging break times.

ARTPRO

Enterprise Solutions

Established by a professional team working in the IT sector for many years, ARTPRO TECHNOLOGY started to serve corporately in order to bring the experience gained over the years to the sector with a customer satisfaction-oriented approach in 2012.

As the communication and digital world becoming more and more in our lives, it has become very important for brands and companies to find a place for themselves. At this point, our company, which sees the solutions we produce as more than a job, successfully adapts the business processes of our customers.

ARTPRO TECHNOLOGY provides Communication Systems (Ip&Uc) Solutions, Contact Center (Contact Center) Solutions, and Software Products Development and Project Planning Services integrated with these solutions.



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