

# 8 Strategies to improve Call Quality



**1**

## ESTABLISH CLEAR QUALITY STANDARDS

- Politeness & Accuracy
- Resolution & Efficiency

**2**

## SELECT THE RIGHT MONITORING TOOLS

- Call recording software
- Quality assurance software
- Speech analytics software

**3**

## TRAIN YOUR AGENTS

- Product knowledge
- Communication skills
- Conflict resolution

**4**

## SET UP A CALIBRATION PROCESS

- Multiple evaluators
- Compare scores
- Adjust as needed

**5**

## RANDOM AND SCHEDULED MONITORING

- Random monitoring
- Scheduled monitoring

**6**

## PROVIDE FEEDBACK

- Positive feedback
- Constructive feedback
- Regular feedback

**7**

## COACHING AND TRAINING

- One-on-one coaching
- Additional training
- Progress tracking

**8**

## REWARD AND RECOGNITION

- Recognition
- Rewards
- Motivation