



Etech, Inc. Quality Monitoring Solutions

As featured in Call Center Magazine, Etech Monitoring Solutions offers an innovative approach to quality assurance.

“Etech Monitoring Solutions provides you deeper insight which enables you to increase your sales results, meet all corporate governance requirements, enhance customer experience and gives you a significant competitive edge over others in your line of business allowing you to increase market share.”

Let us show you how...



About Etech:

Etech, Inc. has been a leading provider in customer contact solutions for over ten years. Etech, Inc. and its employees adhere to the highest standards in all inbound, outbound and chat channels, as well as customer service. For over a decade, Etech has been the vendor of choice for several top-tier industry leaders for sales, service, web chat and quality assurance.

Technology:

- PCI Compliant
- Dedicated Technology
- Application Development
- Full Redundant Environment
- Full Backup and Recovery

Flexibility:

- Onshore/offshore
- 24/7/365 capabilities
- Bilingual
- Proof of concept trials

Etech, Inc. Quality Assurance Program

Etech Monitoring Solutions provides valuable insights into agent, customer and contact center interactions (inbound, outbound or chat). Quality Assurance is a fundamental way of enhancing business processes and we at Etech, Inc. assist companies in identifying opportunities and actions to improve their results. This improvement helps drive sales results, enhance customer interactions and ensure all regulatory and compliance requirements are met. Etech Monitoring Solutions represents a collection of highly skilled auditors and processes that ensures quality customer interactions.

We use standards such as ISO 9000, Six Sigma and other statistical tools to help drive strategy and process improvement to reduce variation and defects.

The bottom line is that QA drives results...

Here are some of the benefits of our service:

- Reduce the cost of quality monitoring efforts
- Save time and resources to focus on critical operations
- Increase sales and enhance customer experience
- Improve the impact of coaching efforts with your sales, service, and support teams
- Gain deeper insights into what your customers and prospects are saying about you

Our domain expertise includes:

- Alert Notification
- Sales and Service Audits
- Sales Verification
- DNC/IRT
- Non-Sale Audits
- Compliancy Analysis
- Business Market Intelligence Analysis
- Data Analysis and Detailed Reporting
- Value Added Data Analysis
- Customer Service/Experience Audits
- Customer/Client Feedback



Benefits of our QA Services

- Reduce the cost of quality monitoring efforts
- Save time and resources to allow focus on critical center operations
- Increase sales and enhance customer experience
- Improve the impact of the coaching actions with your sales/service and support agents
- Ensure all compliance and regulatory requirements are being consistently met
- Gain deeper customer insights to evaluate promotional offers and shape your marketing strategies

For more details contact:

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How We Do It?

- Etech Monitoring Solutions, perhaps the most robust in the marketplace delivers total call quality monitoring to include 100% digital recording of each customer interaction. Our innovative processes to call monitoring are structured to the highest level of client expectations and unsurpassed excellence.
- Etech Business Solutions offers best-in-class technology specializing in Software Application Development, CTI Development, Web Development and Database Management Software designed specifically to your business needs.
- “Our People” - Etech employs trained professionals for the business. We offer a comprehensive trained network of sales and service professionals at your service on call 24/7/365.
- Program Implementation - Superbly launching or expanding a new customer engagement channel is critical. Etech’s Program Implementation Team puts this in the hands of experts. With our dedicated team of professionals, each project is evaluated and assigned a dedicated project manager to ensure seamless operational transition and performance.
- Technology - Etech is PCI Compliant. We provide dedicated technology, full backup and recovery, and fully redundant environments.
- Flexibility - Onshore/Offshore, 24/7/365 Capabilities, Proof of Concept Trials