



## Contact Center Quality Monitoring Special Interest Group Charter

### Intended Participants

**Companies:** UWEBC member companies with a formalized Quality Monitoring process in place for measuring the experience and operational efficiency of its Contact Center team members.

**Roles:** Those with responsibility for, or direct involvement in collecting, measuring, managing, or coaching within a Quality Monitoring program in a UWEBC member organization's contact center.

### Goals

1. To provide a forum for experienced Quality Monitoring practitioners to discuss topics of interest related to the collecting, measuring, managing, or coaching within a Quality Monitoring program to improve the customer experience or efficiency of the organization.
2. To enable participants to glean ideas to improve/enhance their organizations customer experience outcomes by learning about effective strategies, practices, processes and tools utilized by members of the group for collecting, measuring, managing, or coaching within a Quality Monitoring program.
3. To foster participants development of a trusted network of peers involved in Quality Monitoring.

**Example Topics for Practice-Sharing Discussion** (actual list of topics to be developed by participants in the group)

- Agent Scorecards
- Automation versus Human Driven Quality Monitoring
- Monitoring New Customer Care Team Members
- Measuring Interpersonal Skills
- Building a Strong Relationship Between the Quality Monitoring and Contact Center Teams
- Quality Monitoring Tools

### Meeting Frequency, Length and Location

- Meetings will be scheduled approximately every 3 months
- The total number of meetings will be determined based on the number of topics participants choose to discuss
- Meetings will be two hours in length
- Meetings will take place virtually

## **Participant Expectations**

- All Pilot session participants and registrants will be invited to future sessions and should make a reasonable effort to attend as many of the meetings as possible.
- New Participants will need to request entrance to the Special Interest Group via the Customer Service Practice Director

## **Steering Committee**

- **Amber Corry**, Manager of Quality Client Services - Exact Sciences
- Additional Steering Committee Members may be added