



SPECIAL INTEREST GROUP CHARTER

SIG Name: Contact Center Quality Monitoring Special Interest Group

Steering Committee Members:

1. Gary Schmidt, Customer Contact Center Quality Process Leader – CUNA Mutual Group
2. Michael Holderman, Associate Manager - QCC Planning and Development – TDS Telecom
3. Jim Middlebrook, Manager, Service Care Center Operations – Harley-Davidson

SIG Objectives:

1. To provide a forum for members to learn about the quality monitoring practices, procedures, and processes utilized by the participating companies
2. To enable a “deeper dive” into quality monitoring topics than is possible in a single UW EBC Customer Service Peer Group meeting
3. To glean validated leading practices from knowledge of others companies’ approaches to quality monitoring

Intended Participants:

- Companies: UW EBC member companies with significant contact center operations and that currently have an agent call quality monitoring program in place
- Roles: Those with overall responsibility for contact center performance (contact center managers) and/or those with responsibility for the contact center quality monitoring function

Number of Meetings, Length, and Frequency:

Seven half-day (3 hour) meetings; meetings scheduled approximately every other month

Meeting Location(s)

Hosted by participating companies on a rotating basis

Output/Deliverable

A whitepaper summarizing the leading practices in each quality monitoring topic area as agreed upon by group members, and that includes the recommended steps to implement the practices

Meeting Discussion Topics:

1. Kickoff meeting: Business motivation and role of quality monitoring in the contact center
2. Business justification of a quality monitoring program
3. Operationalizing a quality monitoring program – roles and responsibilities
4. Selecting and leveraging quality monitoring technology/tools
5. Quality monitoring evaluation forms and scoring methodologies
6. Quality monitoring reporting and information dissemination practices
7. Quality metrics used to gauge performance at each organizational level -- individual agent, team, department, and contact center