



PRODUCT GUIDE

Automatic, comprehensive QA powered by AI + machine learning

Reduce your time and manpower conducting quality assurance and quality management while gaining insight into 100% of your customer interactions. Create custom scores and streamline evaluations.

- ▶ Improve agent engagement with better, timely data, balanced and fair assessments, and improved feedback
- ▶ Improve KPIs and viability; Access more information even with distributed teams
- ▶ Detect customer friction quickly while also reducing agent churn and costs

How you can use Tethr to revolutionize your QA

- 01 Automate** With Tethr, you can increase your sample size to 100% while freeing your QA team from repetitive tasks.
- 02 Optimize** Eliminate wasted time spent relying on random samples. Increase your QM program's value by using it to surface the most valuable information.
- 03 Streamline** Reduce human intervention to do more, faster. When interactions need review, cut the time in half.
- 04 Elevate** Coach individual agents using empirical data to produce better results and spend QA time evaluating priority issues.

How to set up Tethr QA for your team:

- + Decide what you want to measure based on current practices + needs
- + Compare what you measure with our library of 1000s of out-of-the-box insights
- + Create custom issues/events for our machine learning to identify during implementation
- + Set up Tethr Evaluations capability for measures that need human analysis
- + Create a custom score, including weightings from both automated and manual analysis
- + Continually evolve your strategy based on outcome data to ensure you're measuring what matters

Your biggest QA problems, solved:

Problem: QA consumes time + manpower, but it's essential

Solution: Automated analysis cuts QA by up to 80%

Problem: Automated QA methods don't go in-depth as I need them to

Solution: Tethr lets you customize your process and the Evaluations capability allows you to conduct human analysis in-platform for subjective questions and factor that into unique scores

Problem: QA is essential, but doesn't provide business value

Solution: Create QA forms that measure specific agent behaviors that are statistically linked to reducing costs, minimizing customer churn, and increasing sales.

Problem: A failing QA score doesn't always reflect poor agent performance

Solution: Increase QA's depth to see agent behavior on a larger scale and use Tethr's Evaluations feature to analyze deeper factors at play



See how Tethr can evaluate your calls + chats and streamline your QA process.

SCHEDULE A CALL WITH OUR TEAM