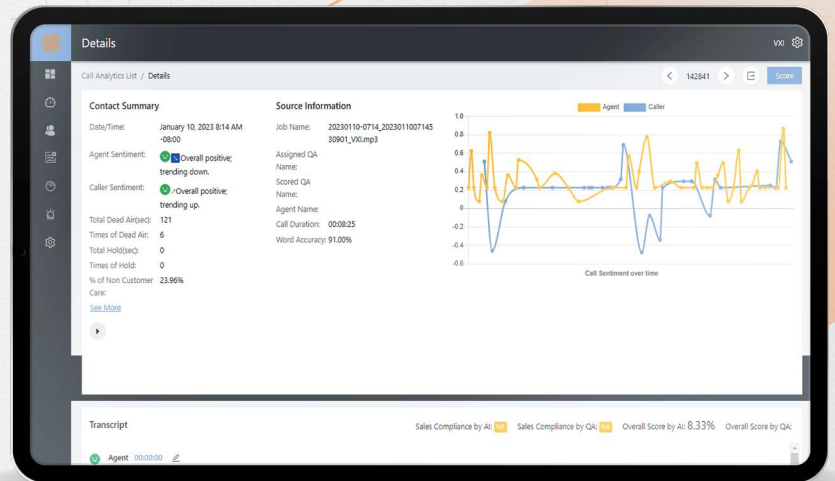# VXI's QA Automation Tool (IQAA)

Improve Efficiency Where It Matters the Most

Traditional quality assurance (QA) processes can be time-consuming, labor-intensive, and prone to monitoring gaps and human error. Manually evaluating 2-5% of your customer interactions is inefficient and can result in a surface-level, checkbox approach to QA.

That's why, at VXI, we've developed an AI-powered quality management platform to elevate agent performance and boost the efficacy and efficiency of your contact center operations.

Gain Visibility and Understand Customer Needs at Scale with IQAA

Our Intelligent QA Automation Tool (IQAA) actively monitors, analyzes, and scores 100% of your customer interactions, enabling CX teams to address the insights and behaviors that matter the most.

Move beyond conventional survey data to gauge customer sentiment and monitor trends over time, leveraging IQAA's conversation analytics to gain a deeper understanding of customer preferences, enhance decision-making, and unlock opportunities for value creation.

- CX & EX Sentiment Tracking
- VOC Analysis
- Transfer & Escalation Monitoring
- Advanced Keyword Search & Filtering
- Data Visualization for Top Contact Drivers
- Audio & Screen Recording

Improve Performance with Unbiased Scoring and Actionable Insights

Elevate agent performance and coach for the right behaviors and outcomes – not just metrics – using IQAA's form builder and AI-powered auto-evaluation capabilities for consistency and transparency. Seamlessly integrate with VXI's Performance Pro 360 platform to visualize and track the transformative impact of every evaluation and coaching session.

- QA Form Builder
- AI Auto-Evaluation & Scoring
- Agent Coaching (PPRO 360 Integration)
- Tailored Reporting

Mitigate Risks, Stay Ahead of the Compliance Curve

Whether you're working under GDPR, COPC, or ISO guidelines, implementing and adhering to a zero-trust security and fraud prevention model is a top priority. Our IQAA solution ensures that every guideline is met, risks are mitigated - proactively, and every interaction remains compliant.

- Secure User Access
- Auto Redact Capabilities
- Fraud Alerting & Detection
- Compliance Monitoring

Automate and Modernize Your Quality Management System

Don't just spot problems – solve them and reinforce a culture of continuous improvement with VXI's IQAA solution.

5x
Faster QA scoring and evaluations

100%
Visibility into your business