

Quality Accelerator for Aptean Respond

Drive Excellence in Your Customer Interactions

Put Quality Assurance at the Heart of Your Case Management Process

High-quality complaints handling results in healthier customer relationships, reduced regulatory issues and higher team morale. But many quality assurance systems are inefficient, unreliable, or simply don't provide meaningful insights about your staff's performance.

Respond Quality Accelerator puts quality assurance at the heart of your complaint management process. It empowers your whole organisation to monitor, assess and ultimately improve your customer experience. With Quality Accelerator, you can:

- **Identify High-Risk Cases** – By assessing the nature of each Respond case against the skills and competency profile of the case handler, Quality Accelerator flags high-risk cases for quality review.
- **Catch and Correct Poor Practice** – Flagged cases can be paused in real-time for manager review and intervention, so you can identify and correct poor practice before it reaches the customer.
- **Pinpoint Areas for Improvement** – Nuanced scoring reveals where case handlers are excelling and where they need improvement, enabling targeted coaching.
- **Recognise High Achievers** – Motivate your team by consistently recognising and rewarding excellent performance.
- **Identify and Address Recurring Issues** – Quality assurance-to-case reporting identifies common issues so you can implement training to correct them.



The My Team Progress dashboard gives managers an overview of their team members' skills and progress over time



Key Benefits

- › **Context-Sensitive Skills and Competency-Based Risk Assessment** – Quality Accelerator assesses the risk profile of each case along with the skill and competency profile of the user to determine whether a quality review is needed. Assessment questions are tailored to the specific type of case being reviewed.
 - › **Risk-Based, Real-Time and Retrospective Quality Control** – High-risk cases can be flagged for real-time review – so you can intervene to correct poor practice before it reaches the customer. Alternatively, the quality of completed cases can be reviewed to see how your staff are doing.
 - › **Randomised Case Selection** – Select random cases for review to prevent users from ‘gaming’ the system and ensure an authentic review process.
 - › **Check-the-Checker Process** – Enable reviewers’ work to be checked by a peer or manager to provide a “second pair of eyes.”
 - › **Optional Appeals Process** – Provide an efficient escalation path to resolve disagreements between case handlers and reviewers.
 - › **Optional Weighted Scoring System** – Configure scoring for the assessment question responses to provide an overall “pass” or “fail” for the review.
 - › **Quality Assurance-to-Case Data** – Quality Accelerator is built into your Respond system, so quality assurance data can be viewed alongside case data. This allows you to report on the number of cases requiring quality assurance reviews, and drill down to examine the types of reviews required on those cases.
 - › **Specialised Quality Assurance Dashboards** – Role-focused quality assurance dashboards alert managers when a case needs review and notify users when they’ve received feedback.
 - › **Fully Configurable by the ‘Business User’** – Easily configure Quality Accelerator to focus on the skills and competencies that matter most in your business.
 - › **Quality Assurance Data Privacy** – Quality assurance data is internal to Respond, so it can only be seen by users who have been given appropriate access.
- 



Are you Ready to Learn More?

Contact Us at enquiries@aptean.com
or visit www.aptean.com.



About Aptean

Aptean is one of the world's leading providers of industry-specific software. Our enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors, while our compliance solutions serve specific markets such as finance and life sciences. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes, across many industries, to scale and succeed.

For more information, visit www.aptean.com.