MediaVault Plus

Quality Management Overview

Confidential

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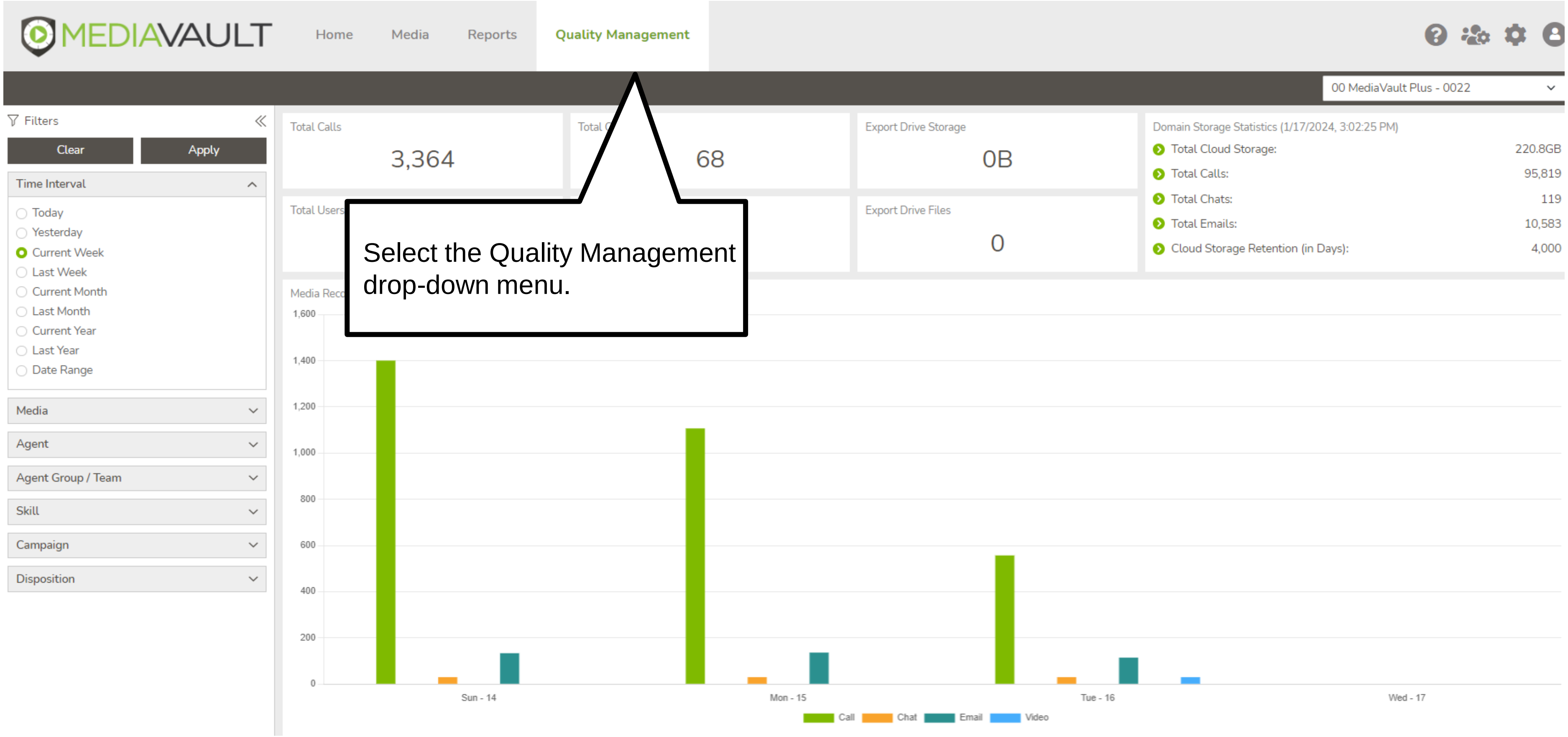
Table of Contents

- Quality Management Administrator 2
- Form Designer 3
- Question Types 11
- Score Ranges 23
- Agent Dashboard 26
- Supervisor Dashboard 28
- Support 30

MediaVault Plus

QUALITY MANAGEMENT

Quality Management - Administrator


MEDIAVAULT
Home
Media
Reports
Quality Management
00 MediaVault Plus - 0022
Filters
Clear
Apply
Time Interval
○ Today
○ Yesterday
● Current Week
○ Last Week
○ Current Month
○ Last Month
○ Current Year
○ Last Year
○ Date Range
Media
Agent
Agent Group / Team
Skill
Campaign
Disposition
Media Reco
1,600
1,400
1,200
1,000
800
600
400
200
0
Sun - 14
Mon - 15
Tue - 16
Wed - 17
Call
Chat
Email
Video

Total Calls: 3,364

Total C: 68

Export Drive Storage: 0B

Total Users

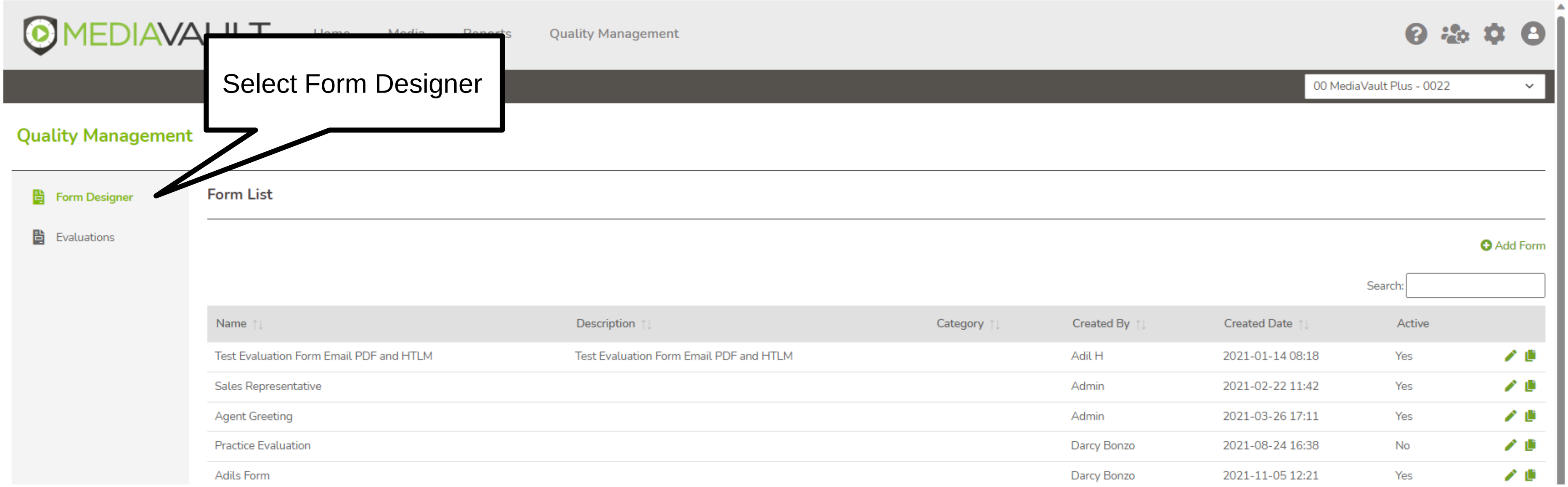
Export Drive Files: 0

Domain Storage Statistics (1/17/2024, 3:02:25 PM)

Total Cloud Storage:	220.8GB
Total Calls:	95,819
Total Chats:	119
Total Emails:	10,583
Cloud Storage Retention (in Days):	4,000

Select the Quality Management drop-down menu.

Quality Management - Administrator


MEDIAVAULT
Home
Media
Reports
Quality Management
00 MediaVault Plus - 0022
Form Designer
Evaluations
Add Form
Search:

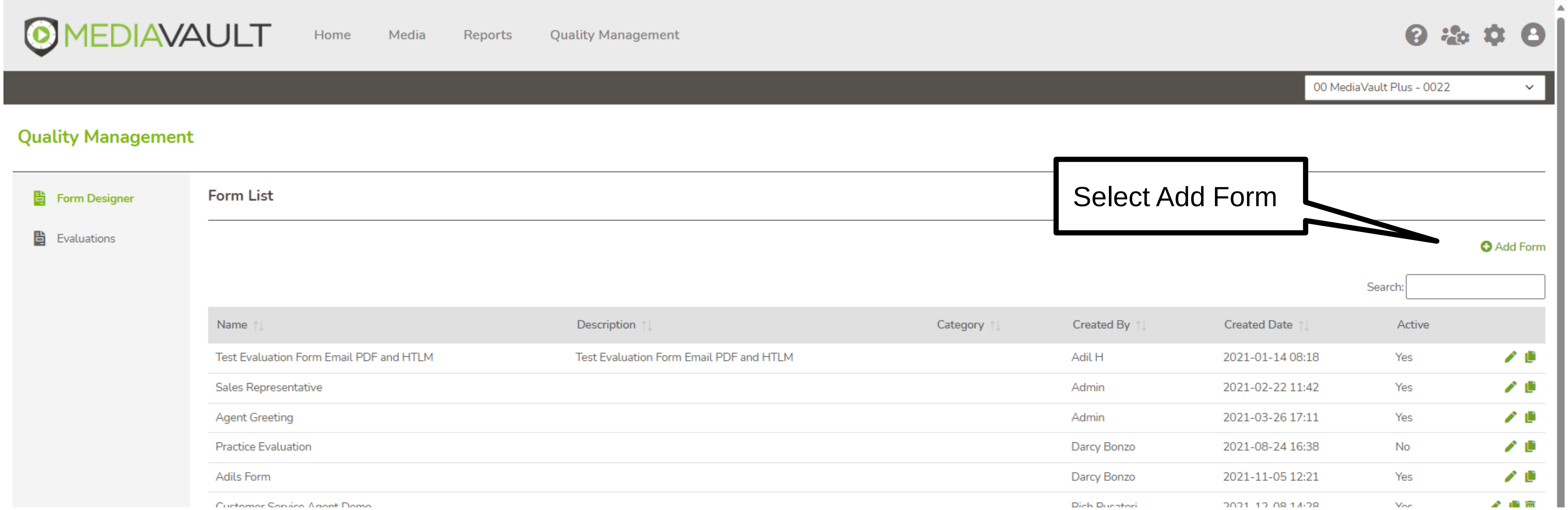
Select Form Designer

Quality Management

Form List

Name	Description	Category	Created By	Created Date	Active
Test Evaluation Form Email PDF and HTLM	Test Evaluation Form Email PDF and HTLM		Adil H	2021-01-14 08:18	Yes
Sales Representative			Admin	2021-02-22 11:42	Yes
Agent Greeting			Admin	2021-03-26 17:11	Yes
Practice Evaluation			Darcy Bonzo	2021-08-24 16:38	No
Adils Form			Darcy Bonzo	2021-11-05 12:21	Yes

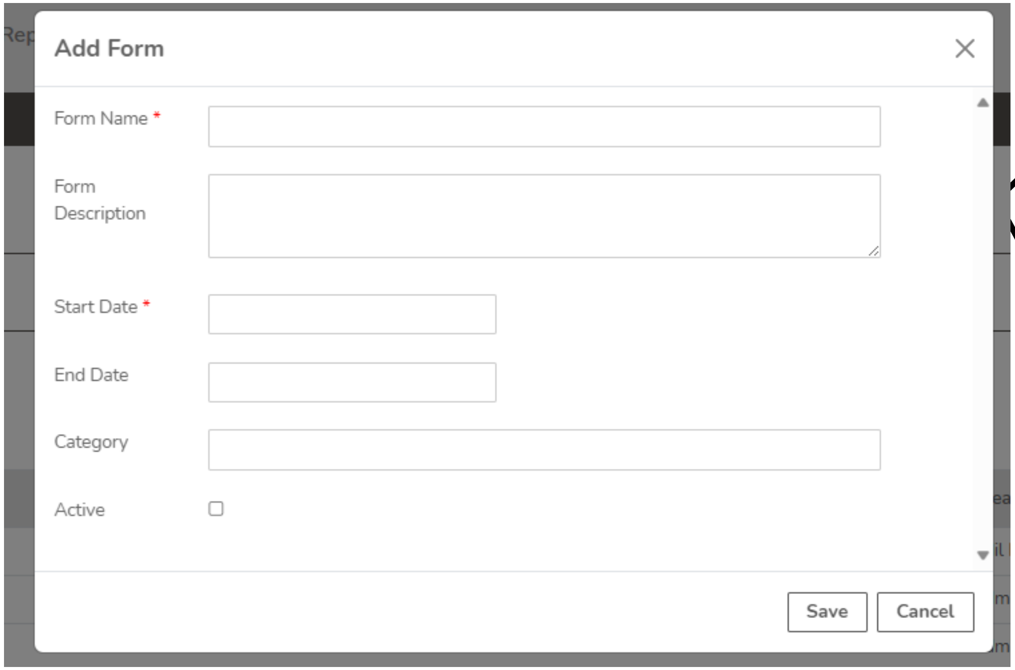
Quality Management - Administrator


MEDIAVAULT
Home
Media
Reports
Quality Management
00 MediaVault Plus - 0022
Quality Management
Form Designer
Evaluations
Form List
Add Form
Search:

Select Add Form

Name	Description	Category	Created By	Created Date	Active
Test Evaluation Form Email PDF and HTLM	Test Evaluation Form Email PDF and HTLM		Adil H	2021-01-14 08:18	Yes
Sales Representative			Admin	2021-02-22 11:42	Yes
Agent Greeting			Admin	2021-03-26 17:11	Yes
Practice Evaluation			Darcy Bonzo	2021-08-24 16:38	No
Adils Form			Darcy Bonzo	2021-11-05 12:21	Yes
Customer Service Agent Demo			Rich Pusateri	2021-12-08 14:28	Yes

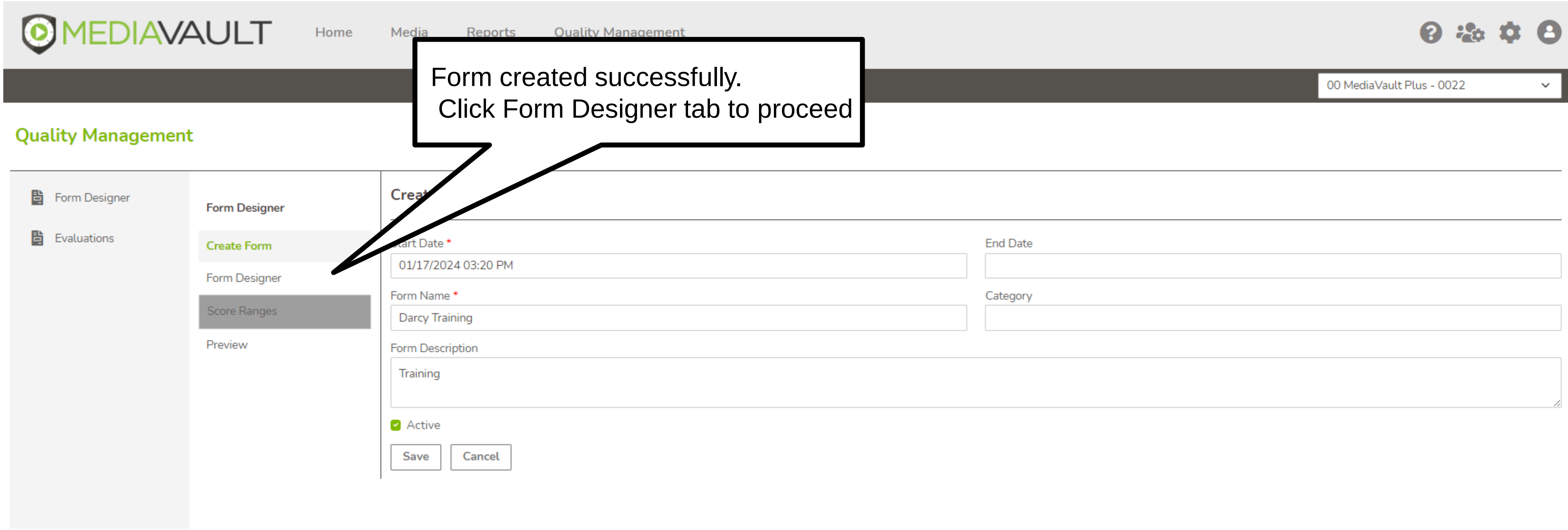
Quality Management - Administrator



Add Form
Form Name *
Form Description
Start Date *
End Date
Category
Active ☐
Save
Cancel

1. Name the form in the “Form Name” field
2. Provide a description of the form if needed.
3. Start Date – When the form will be available for evaluation.
4. End Date – When the form will no longer be available.
5. Category – Specific agent groups or products
6. To make the form active select the “Active” button
7. Click “Save” to save the form.

Quality Management - Administrator



Form created successfully.
Click Form Designer tab to proceed

MEDIAVAULT
Home
Media
Reports
Quality Management
00 MediaVault Plus - 0022
Quality Management
Form Designer
Evaluations
Form Designer
Create Form
Form Designer
Score Ranges
Preview
Save
Cancel

Creat

Start Date * 01/17/2024 03:20 PM

End Date

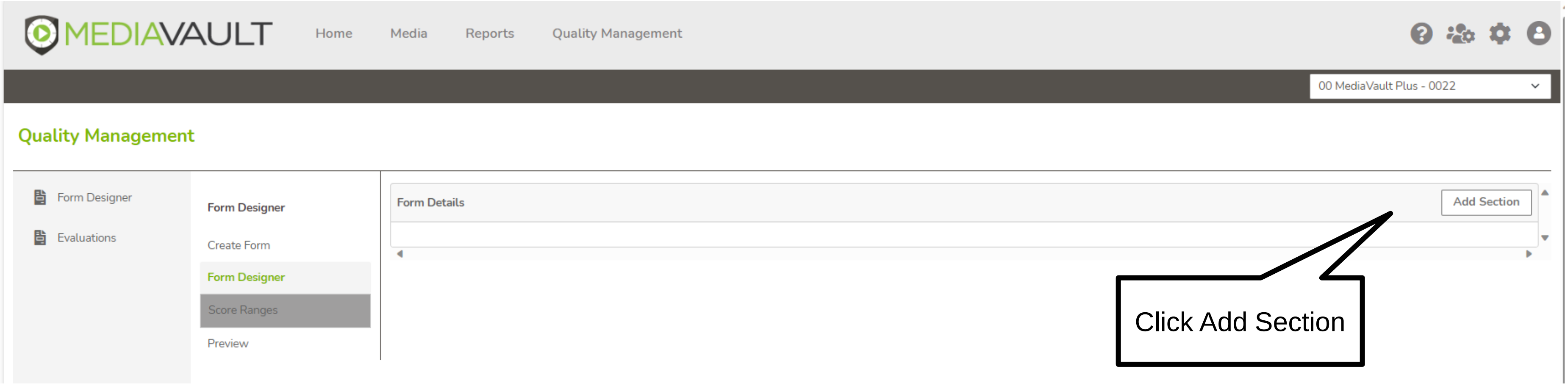
Form Name * Darcy Training

Category

Form Description: Training

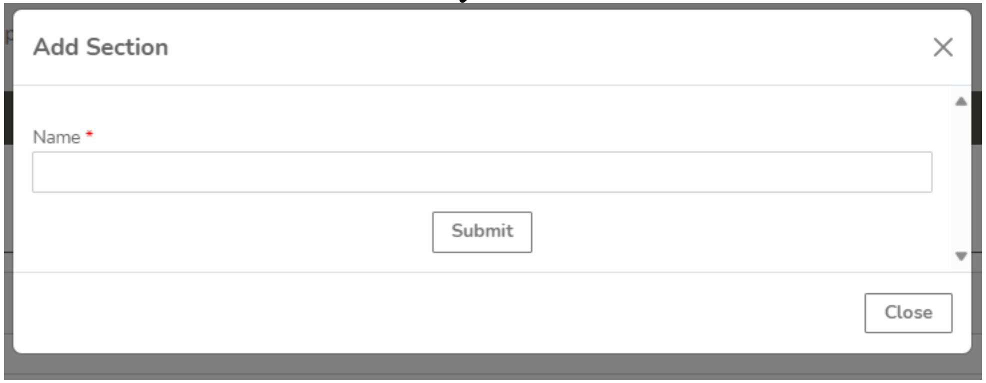
☑ Active

Quality Management - Administrator


MEDIAVAULT
Home
Media
Reports
Quality Management
00 MediaVault Plus - 0022
Quality Management
Form Designer
Evaluations
Form Designer
Create Form
Form Designer
Score Ranges
Preview
Form Details
Add Section

Click Add Section

Enter the Section name


Add Section
Name *
Submit
Close

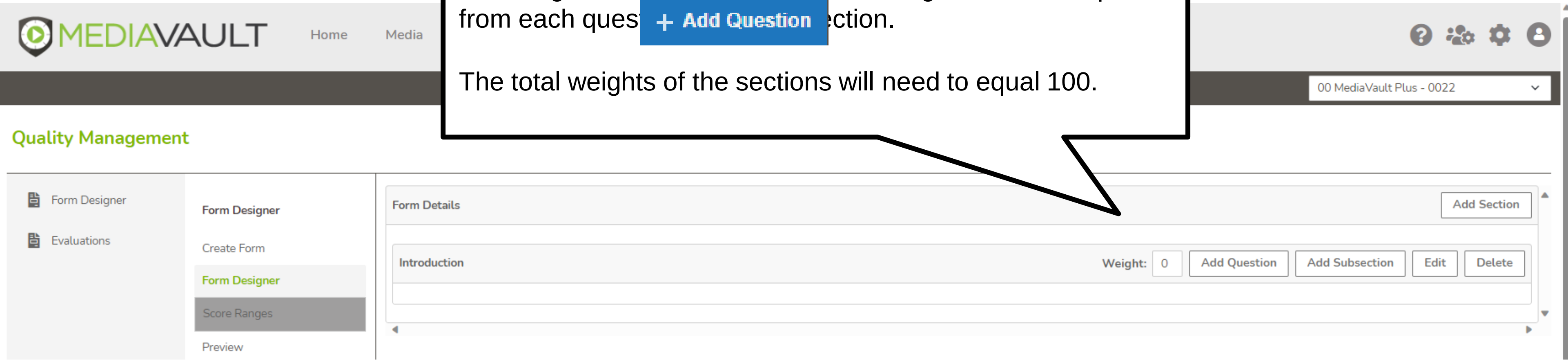
Quality Management - Administrator

Each section requires at least one question.

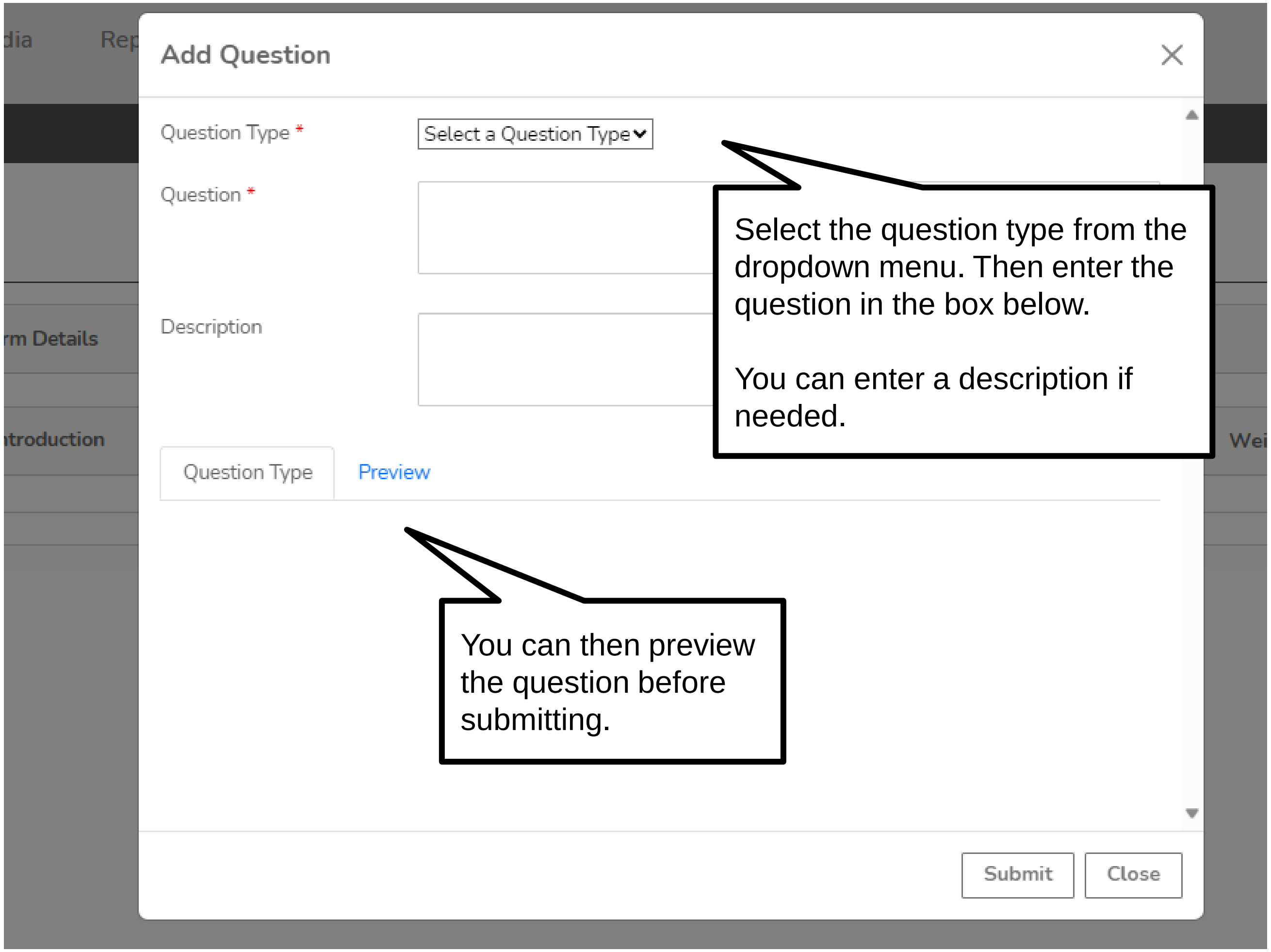
To add a question, click the button.

You will also need to determine the weight of each section. The weight of the section will be taken against the total points from each ques + Add Question ction.

The total weights of the sections will need to equal 100.


MEDIAVAULT
Home
Media
00 MediaVault Plus - 0022
Quality Management
Form Designer
Evaluations
Form Designer
Create Form
Form Designer
Score Ranges
Preview
Form Details
Add Section
Introduction
Weight: 0
Add Question
Add Subsection
Edit
Delete

Quality Management - Administrator

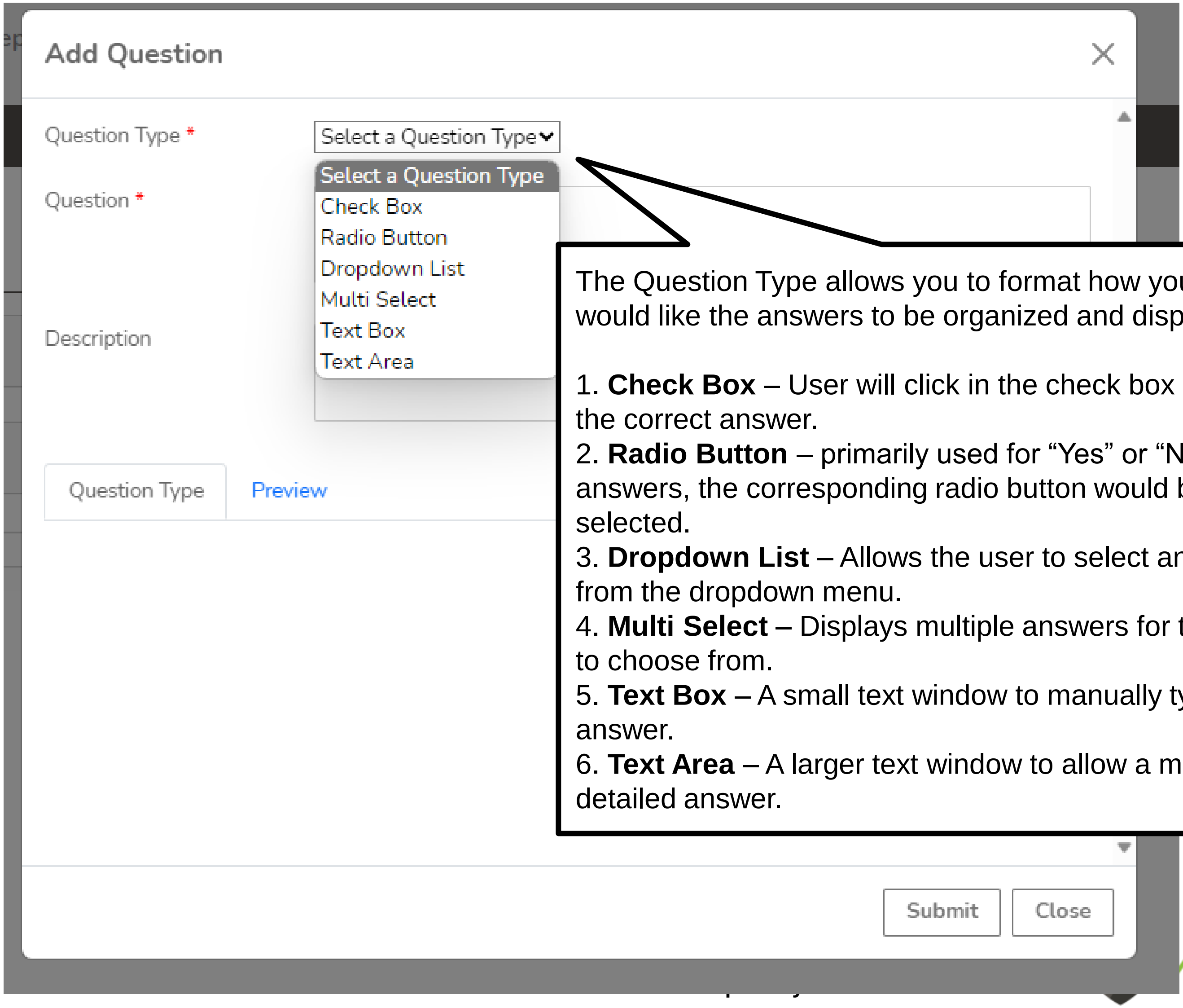

dia
Rep
rm Details
ıtroduction
Wei
Add Question
Question Type *
Select a Question Type
Question *
Description
Question Type
Preview
Submit
Close

Select the question type from the dropdown menu. Then enter the question in the box below.

You can enter a description if needed.

You can then preview the question before submitting.

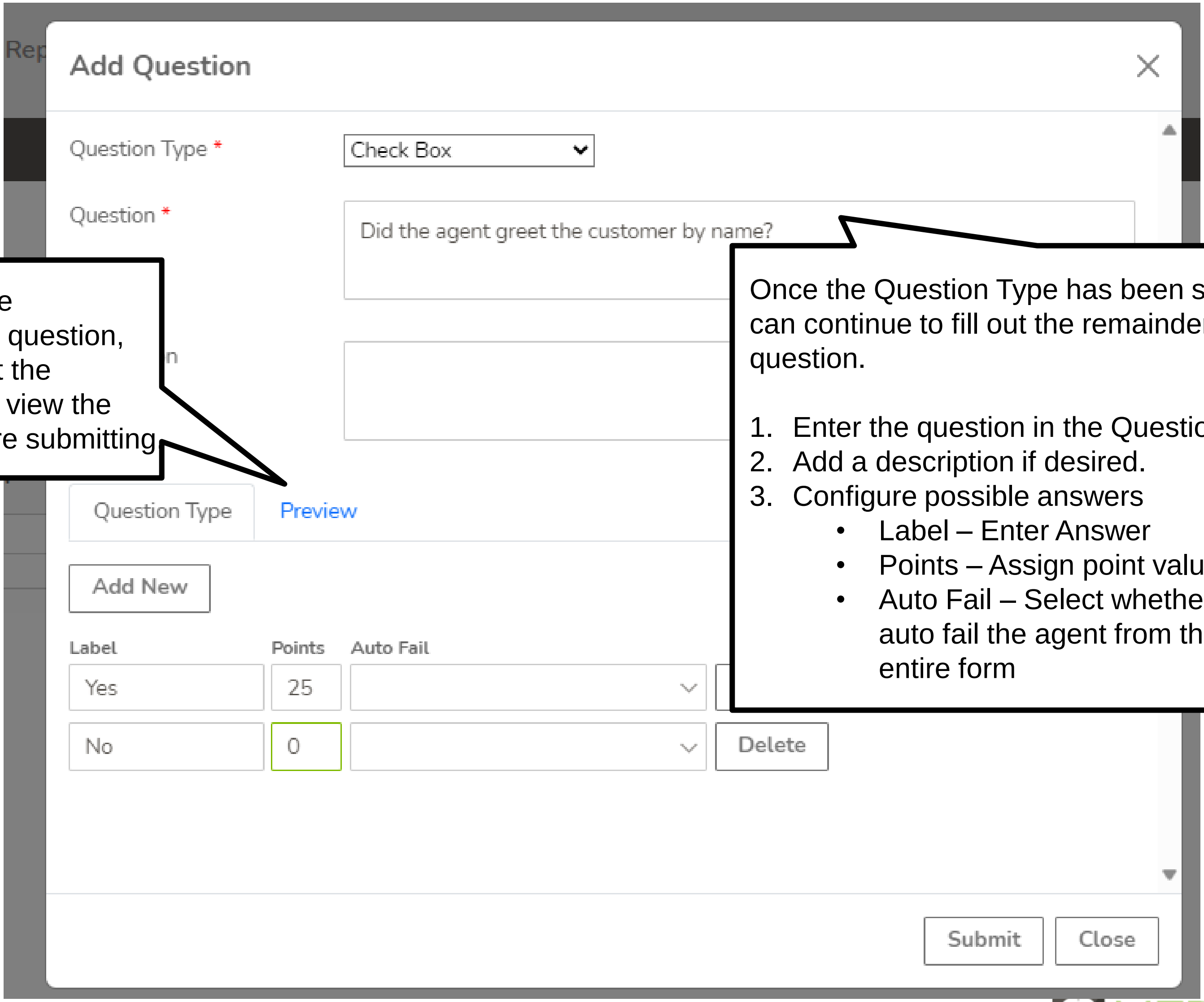
Quality Management - Administrator


Add Question
Question Type *
Select a Question Type
Select a Question Type
Check Box
Radio Button
Dropdown List
Multi Select
Text Box
Text Area
Question *
Description
Question Type
Preview
Submit
Close

The Question Type allows you to format how you would like the answers to be organized and displayed.

1. **Check Box** – User will click in the check box to choose the correct answer.
2. **Radio Button** – primarily used for “Yes” or “No” answers, the corresponding radio button would be selected.
3. **Dropdown List** – Allows the user to select an answer from the dropdown menu.
4. **Multi Select** – Displays multiple answers for the user to choose from.
5. **Text Box** – A small text window to manually type an answer.
6. **Text Area** – A larger text window to allow a more detailed answer.

Quality Management - Administrator



Add Question

Question Type * Check Box

Question * Did the agent greet the customer by name?

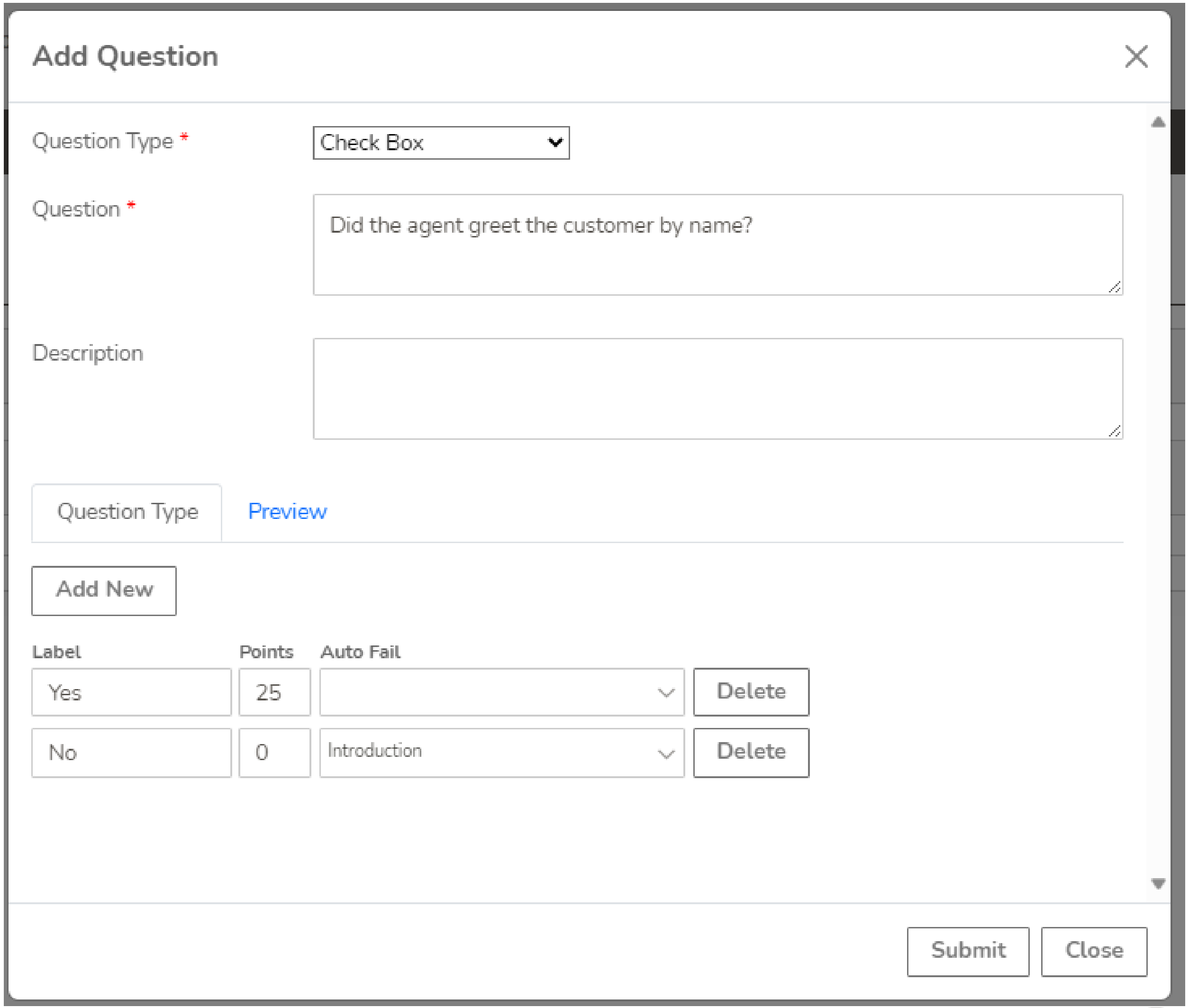
Label	Points	Auto Fail
Yes	25	
No	0	

Once you have completed the question, you can select the preview tab to view the question before submitting

Once the Question Type has been selected, you can continue to fill out the remainder of the question.

1. Enter the question in the Question text box.
2. Add a description if desired.
3. Configure possible answers
    - Label – Enter Answer
    - Points – Assign point value
    - Auto Fail – Select whether the answer will auto fail the agent from the section or the entire form

Quality Management - Administrator



Add Question

Question Type * Check Box

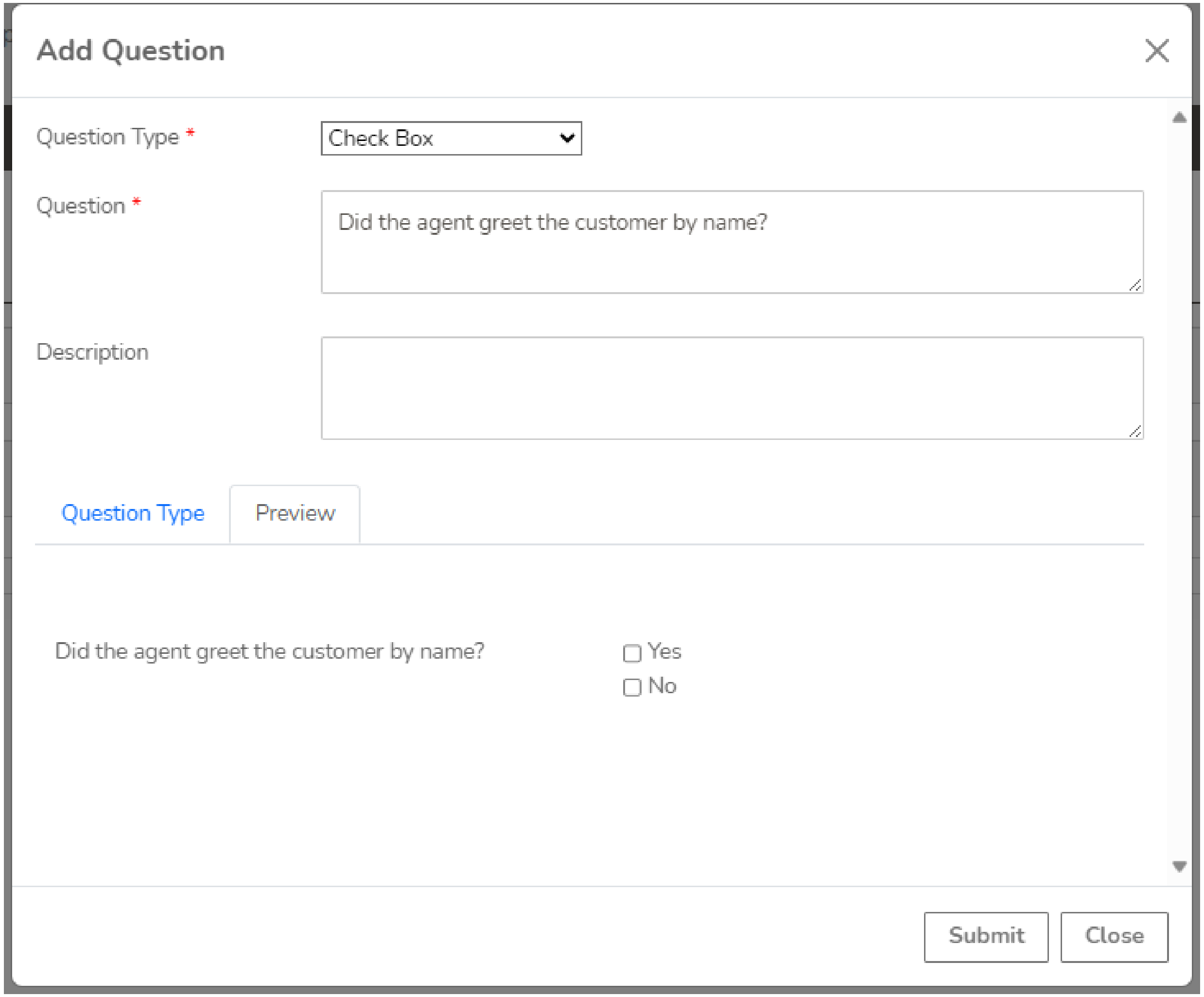
Question * Did the agent greet the customer by name?

Description

Label	Points	Auto Fail
Yes	25	
No	0	Introduction

×
Question Type
Preview
Add New
Delete
Delete
Submit
Close

Quality Management - Administrator



Add Question

Question Type * Check Box

Question * Did the agent greet the customer by name?

Description

Question Type
Preview

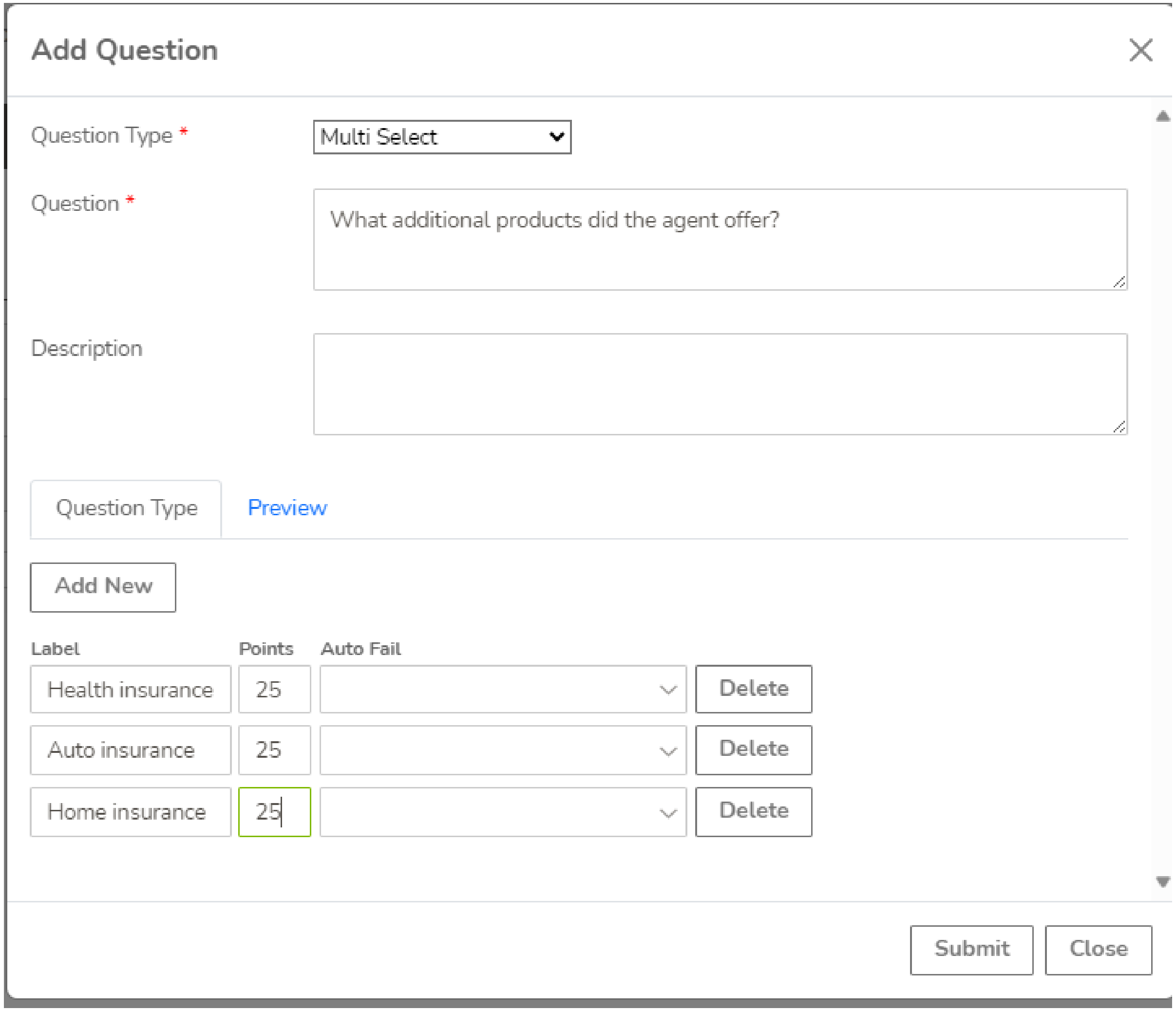
Did the agent greet the customer by name?

☐ Yes

☐ No

Submit
Close

Quality Management - Administrator



Add Question

Question Type * Multi Select

Question * What additional products did the agent offer?

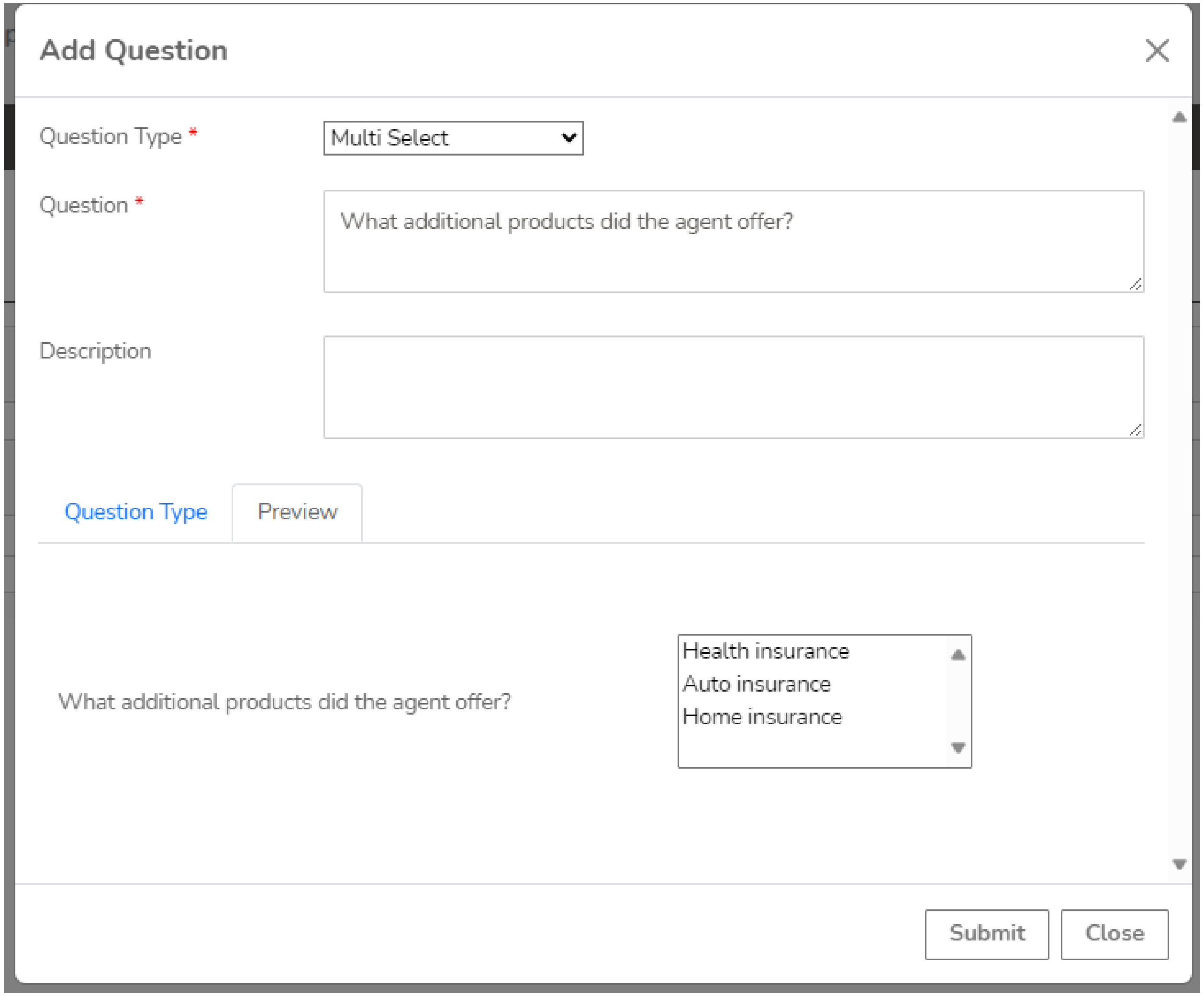
Description

Question Type
Preview
Add New

Label	Points	Auto Fail	
Health insurance	25		Delete
Auto insurance	25		Delete
Home insurance	25		Delete

Submit
Close

Quality Management - Administrator



Add Question

Question Type * Multi Select

Question * What additional products did the agent offer?

Description

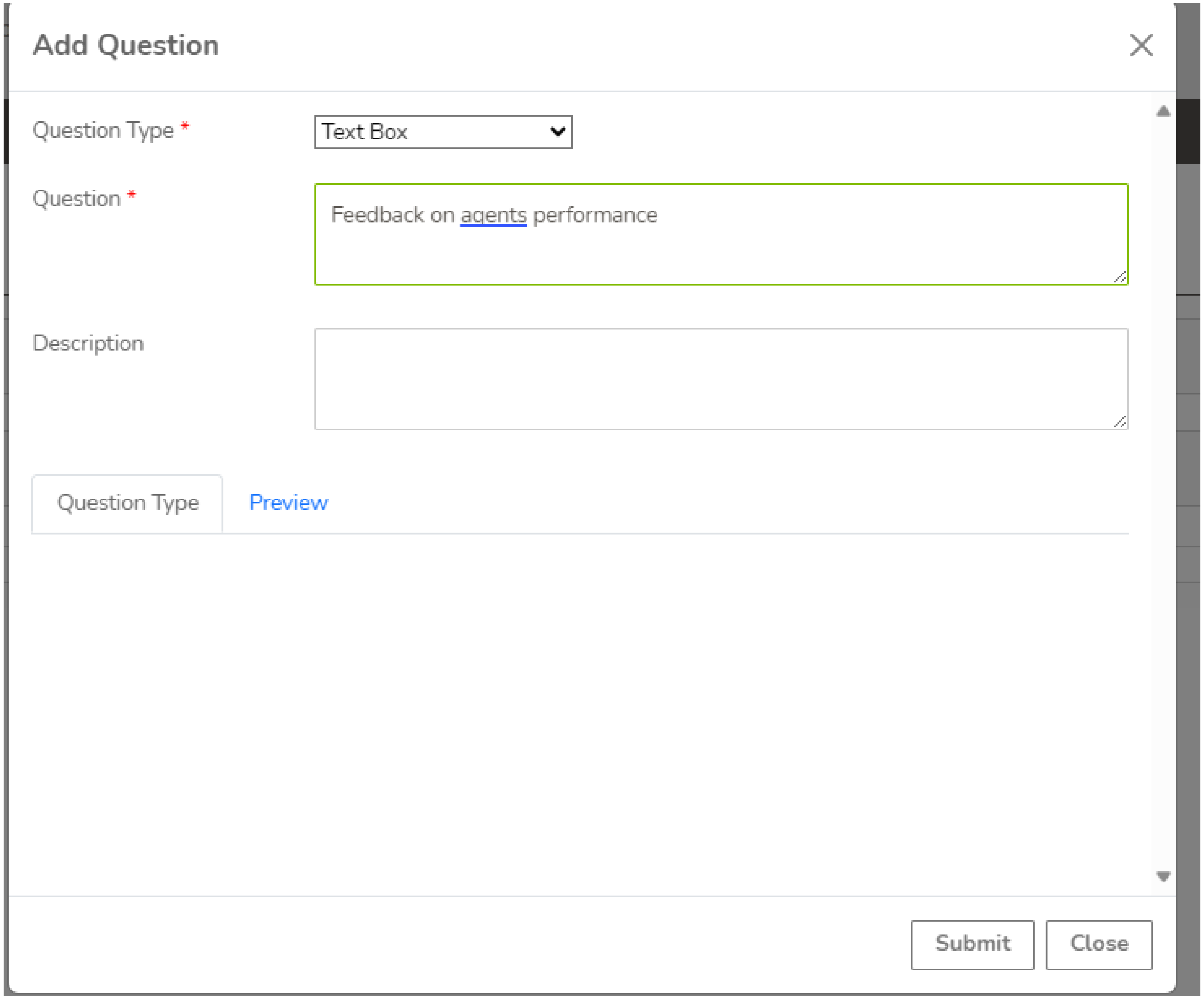
Question Type
Preview

What additional products did the agent offer?

Health insurance
Auto insurance
Home insurance

Submit
Close

Quality Management - Administrator



Add Question

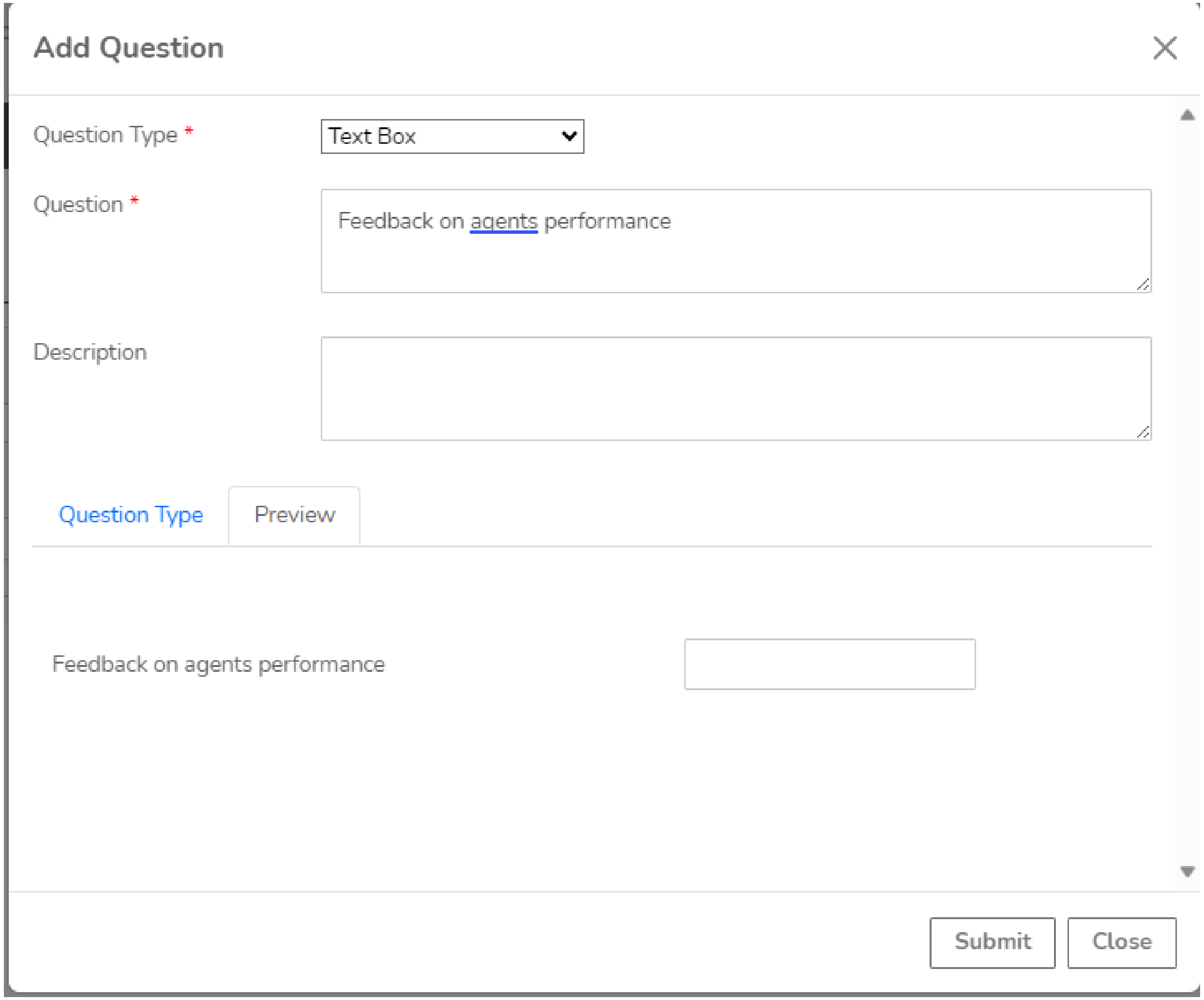
Question Type * Text Box

Question * Feedback on agents performance

Description

Question Type
Preview
Submit
Close

Quality Management - Administrator



Add Question

Question Type * Text Box

Question * Feedback on agents performance

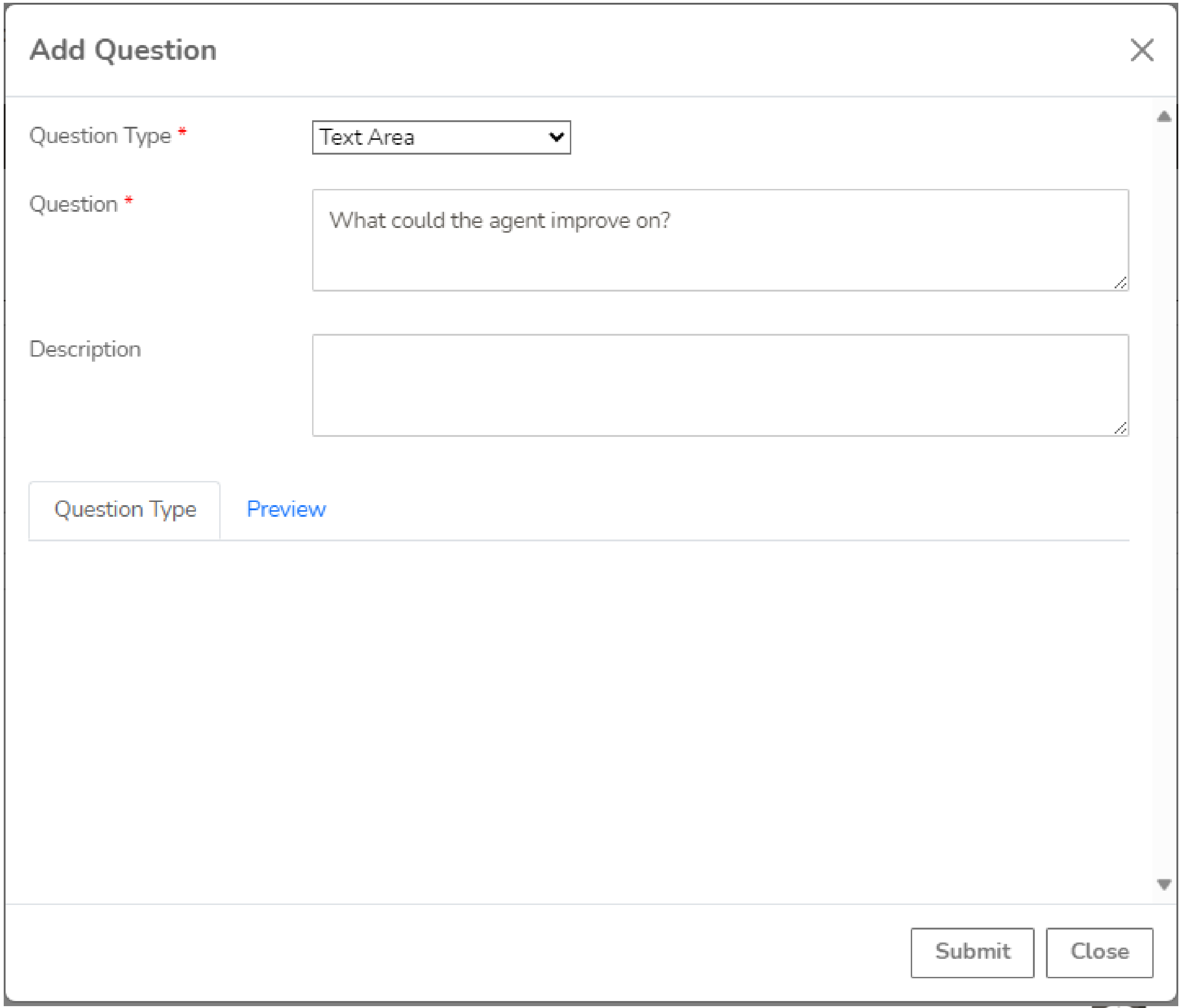
Description

Question Type
Preview

Feedback on agents performance

Submit
Close

Quality Management - Administrator



Add Question
×

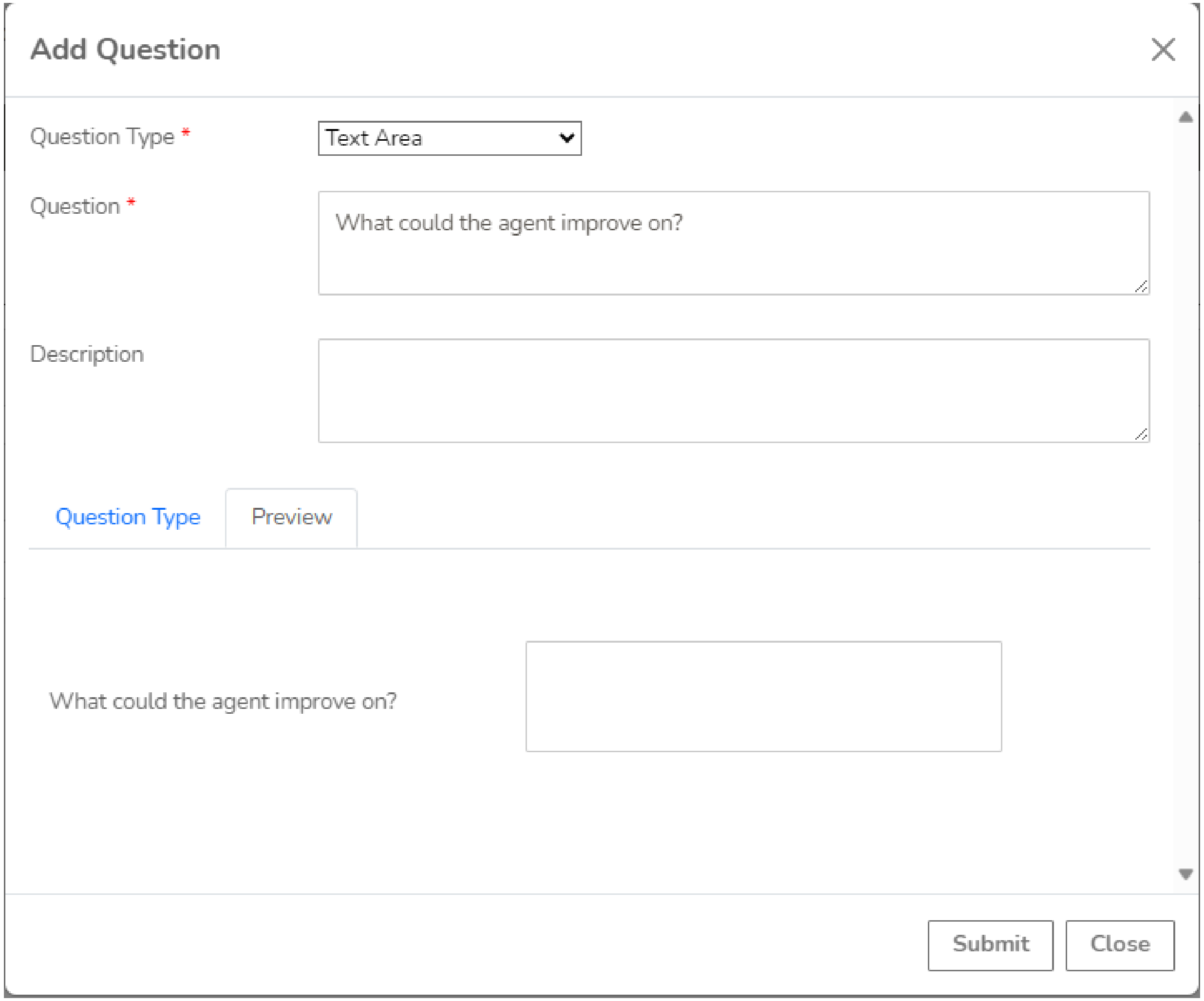
Question Type * Text Area

Question * What could the agent improve on?

Description

Question Type
Preview
Submit
Close

Quality Management - Administrator



Add Question

Question Type * Text Area

Question * What could the agent improve on?

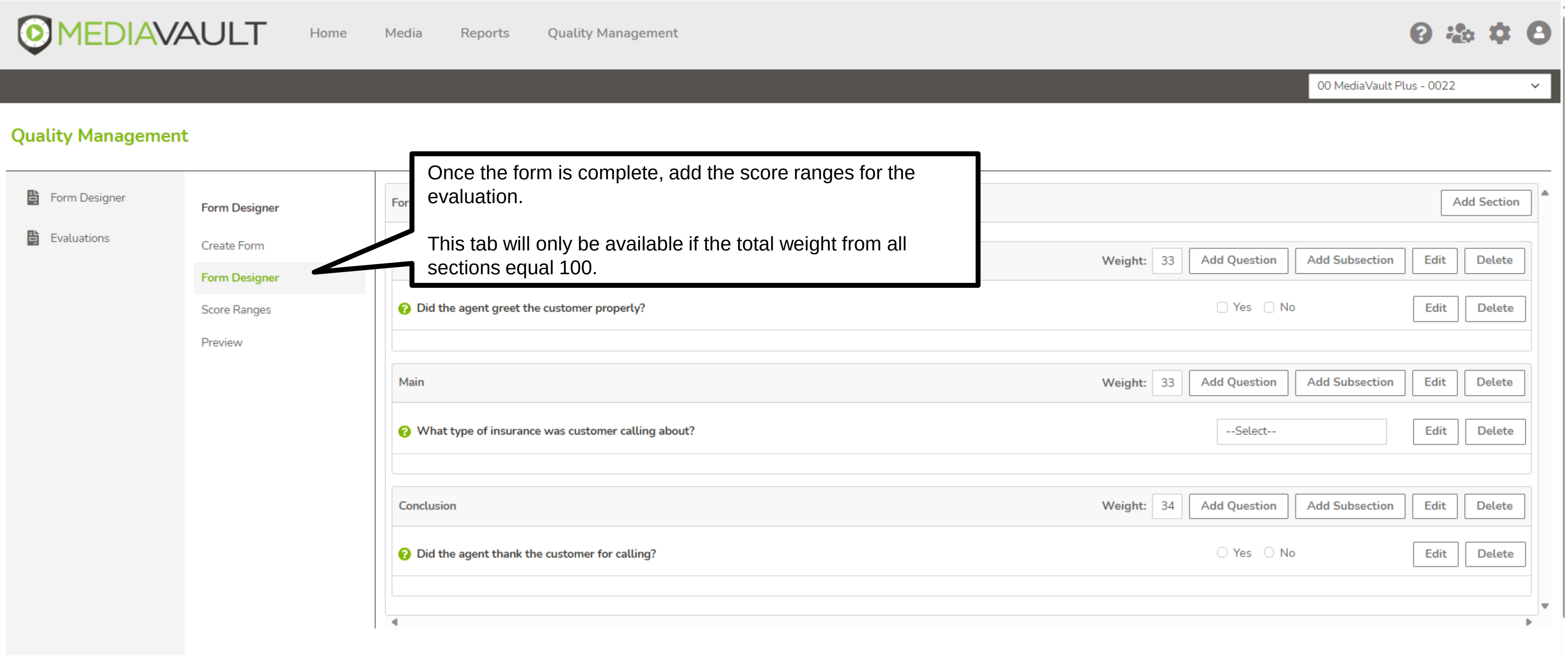
Description

Question Type
Preview

What could the agent improve on?

Submit
Close

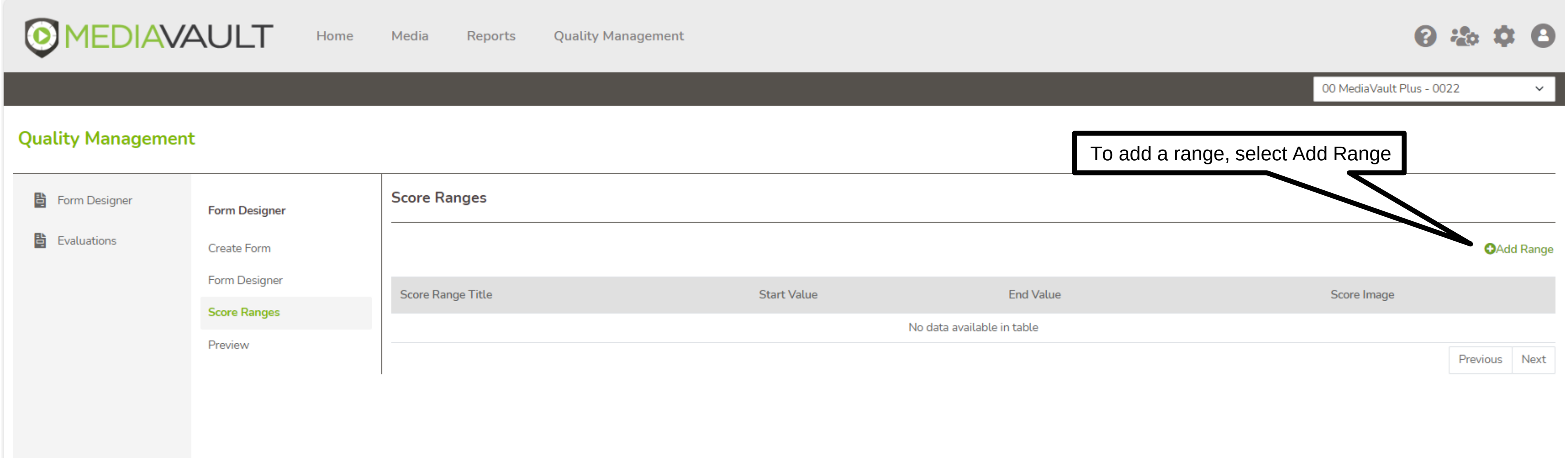
Quality Management – Score Ranges


MEDIAVAULT
Home
Media
Reports
Quality Management
00 MediaVault Plus - 0022
Quality Management
Form Designer
Evaluations
Form Designer
Create Form
Form Designer
Score Ranges
Preview
Add Section
Weight: 33
Add Question
Add Subsection
Edit
Delete
Did the agent greet the customer properly?
☐ Yes ☐ No
Main
Weight: 33
What type of insurance was customer calling about?
--Select--
Conclusion
Weight: 34
Did the agent thank the customer for calling?
○ Yes ○ No

Once the form is complete, add the score ranges for the evaluation.

This tab will only be available if the total weight from all sections equal 100.

Quality Management – Score Ranges

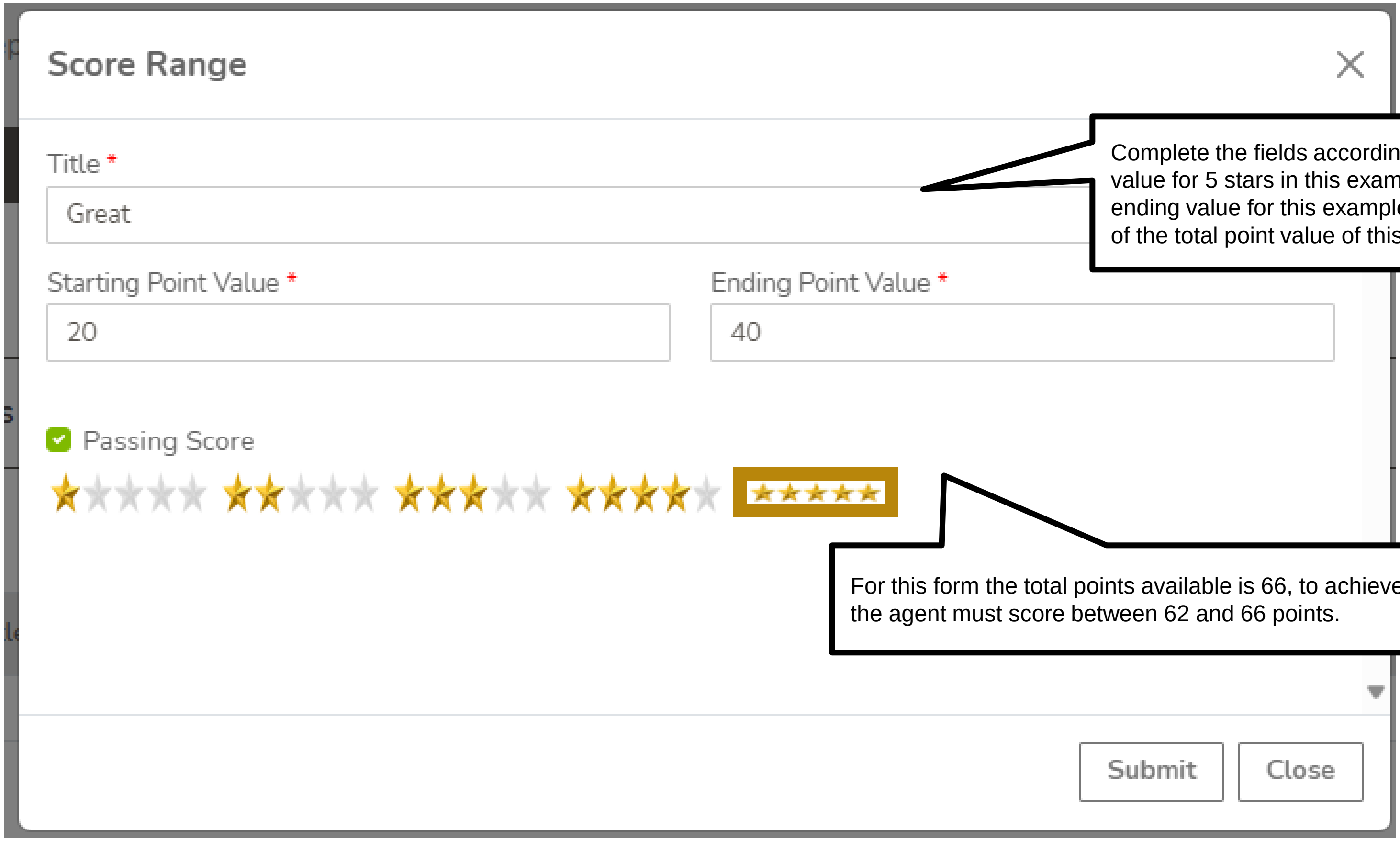

MEDIAVAULT
Home
Media
Reports
Quality Management
00 MediaVault Plus - 0022
Quality Management
Form Designer
Evaluations
Form Designer
Create Form
Form Designer
Score Ranges
Preview
Score Ranges
Add Range

Score Range Title	Start Value	End Value	Score Image
No data available in table			

Previous
Next

To add a range, select Add Range

Quality Management – Score Ranges



Score Range

Title *

Great

Starting Point Value *

20

Ending Point Value *

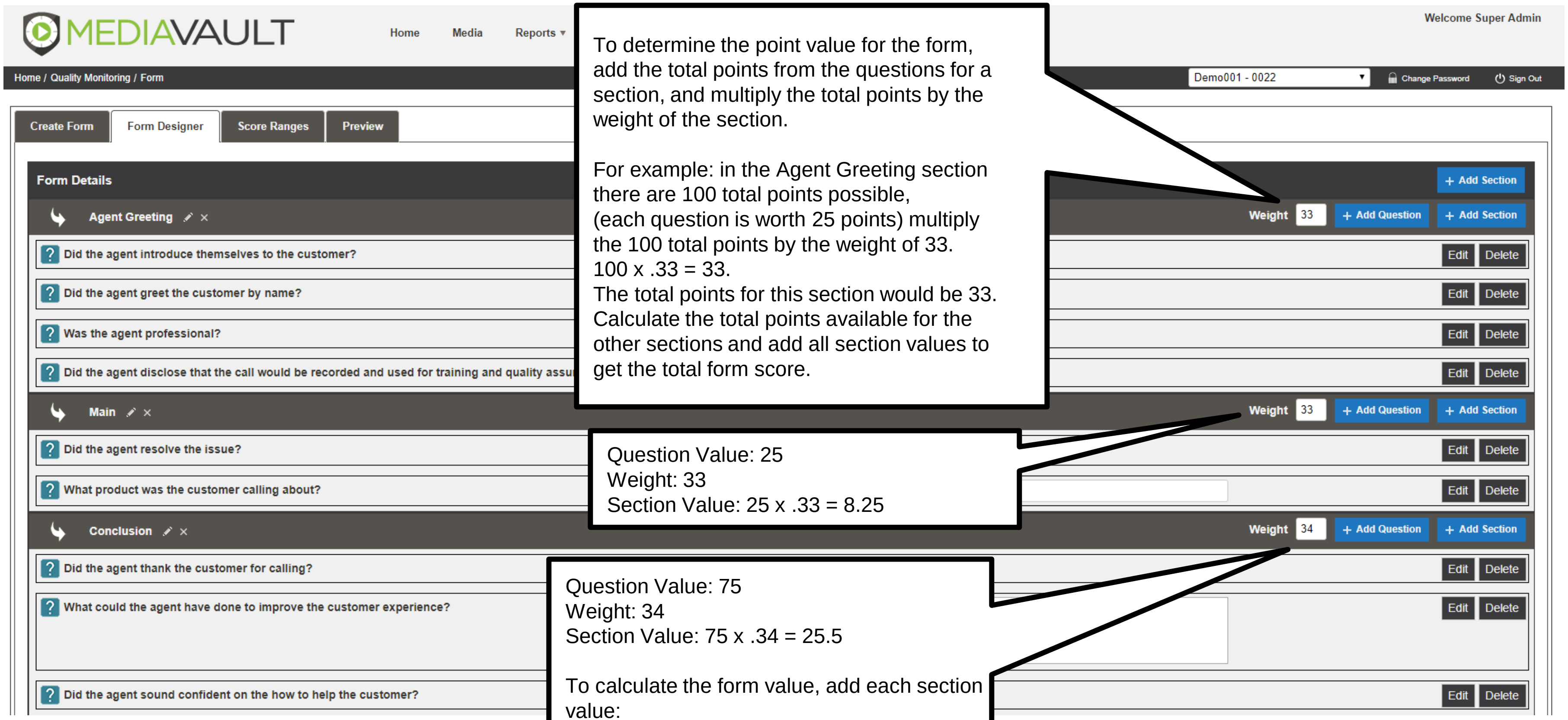
40

☑ Passing Score

Complete the fields accordingly. The start value for 5 stars in this example is 20, the ending value for this example is 40 based off of the total point value of this form.

For this form the total points available is 66, to achieve 5 stars the agent must score between 62 and 66 points.

Quality Management – Score Ranges


MEDIAVAULT
Home
Media
Reports ▾
Welcome Super Admin
Home / Quality Monitoring / Form
Demo001 - 0022
Change Password
Sign Out
Create Form
Form Designer
Score Ranges
Preview
+ Add Section
+ Add Question
Edit
Delete

Form Details

Agent Greeting Weight 33

- Did the agent introduce themselves to the customer?
- Did the agent greet the customer by name?
- Was the agent professional?
- Did the agent disclose that the call would be recorded and used for training and quality assu

Main Weight 33

- Did the agent resolve the issue?
- What product was the customer calling about?

Conclusion Weight 34

- Did the agent thank the customer for calling?
- What could the agent have done to improve the customer experience?
- Did the agent sound confident on the how to help the customer?

To determine the point value for the form, add the total points from the questions for a section, and multiply the total points by the weight of the section.

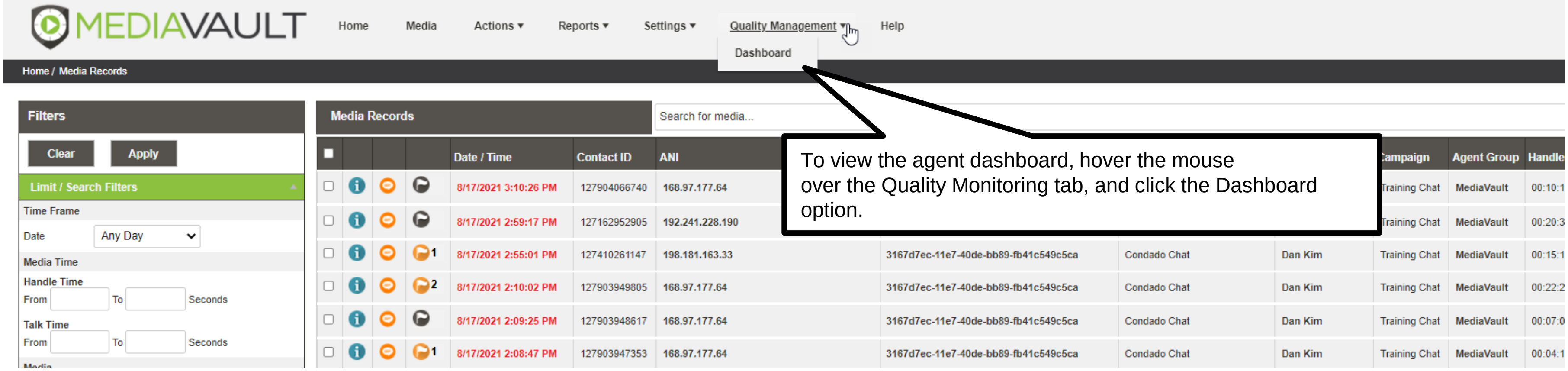
For example: in the Agent Greeting section there are 100 total points possible, (each question is worth 25 points) multiply the 100 total points by the weight of 33.
100 x .33 = 33.
The total points for this section would be 33.
Calculate the total points available for the other sections and add all section values to get the total form score.

Question Value: 25
Weight: 33
Section Value: 25 x .33 = 8.25

Question Value: 75
Weight: 34
Section Value: 75 x .34 = 25.5

To calculate the form value, add each section value:
Agent Greeting: 33
Main: 8.25
Conclusion: 25.5
Total: 66

Quality Management – Agent Dashboard


MEDIAVAULT
Home
Media
Actions ▾
Reports ▾
Settings ▾
Quality Management ▾
Help
Dashboard
Home / Media Records
Filters
Clear
Apply
Limit / Search Filters
Media Records
Search for media...

Time Frame

Date: Any Day

Media Time

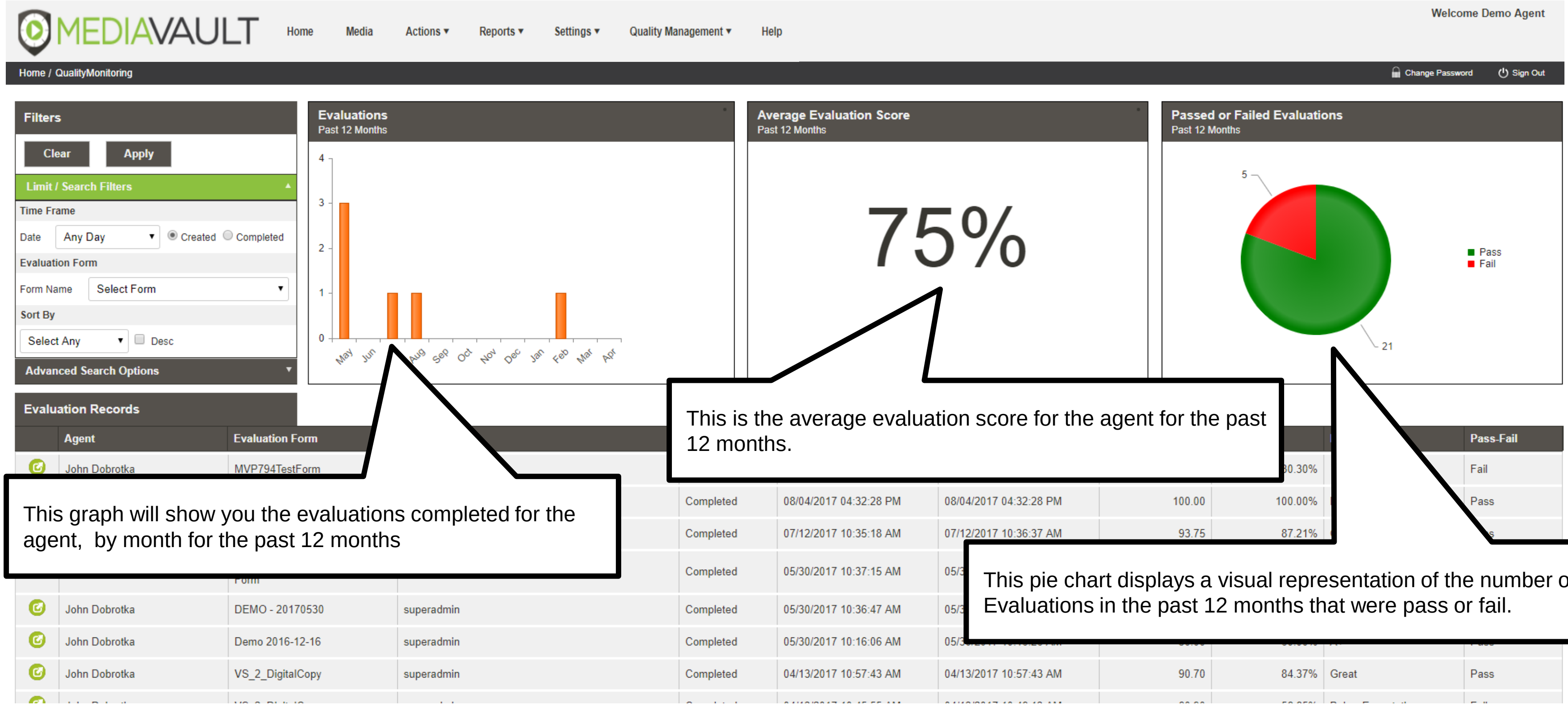
Handle Time
From ___ To ___ Seconds

Talk Time
From ___ To ___ Seconds

☐				Date / Time	Contact ID	ANI				ampaign	Agent Group	Handle
☐	ⓘ	●	⚑	8/17/2021 3:10:26 PM	127904066740	168.97.177.64				Training Chat	MediaVault	00:10:1
☐	ⓘ	●	⚑	8/17/2021 2:59:17 PM	127162952905	192.241.228.190				Training Chat	MediaVault	00:20:3
☐	ⓘ	●	⚑ 1	8/17/2021 2:55:01 PM	127410261147	198.181.163.33	3167d7ec-11e7-40de-bb89-fb41c549c5ca	Condado Chat	Dan Kim	Training Chat	MediaVault	00:15:1
☐	ⓘ	●	⚑ 2	8/17/2021 2:10:02 PM	127903949805	168.97.177.64	3167d7ec-11e7-40de-bb89-fb41c549c5ca	Condado Chat	Dan Kim	Training Chat	MediaVault	00:22:2
☐	ⓘ	●	⚑	8/17/2021 2:09:25 PM	127903948617	168.97.177.64	3167d7ec-11e7-40de-bb89-fb41c549c5ca	Condado Chat	Dan Kim	Training Chat	MediaVault	00:07:0
☐	ⓘ	●	⚑ 1	8/17/2021 2:08:47 PM	127903947353	168.97.177.64	3167d7ec-11e7-40de-bb89-fb41c549c5ca	Condado Chat	Dan Kim	Training Chat	MediaVault	00:04:1

To view the agent dashboard, hover the mouse over the Quality Monitoring tab, and click the Dashboard option.

Quality Management – Agent Dashboard


MEDIAVAULT
Home
Media
Actions ▾
Reports ▾
Settings ▾
Quality Management ▾
Help
Welcome Demo Agent
Home / QualityMonitoring
Change Password
Sign Out
Filters
Clear
Apply
Limit / Search Filters
Time Frame
Date
Any Day
● Created
○ Completed
Evaluation Form
Form Name
Select Form
Sort By
Select Any
☐ Desc
Advanced Search Options
Evaluations
Past 12 Months
0
1
2
3
4
May
Jun
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Average Evaluation Score
Past 12 Months
75%
Passed or Failed Evaluations
Past 12 Months
5
21
🟩 Pass
🟥 Fail
Evaluation Records

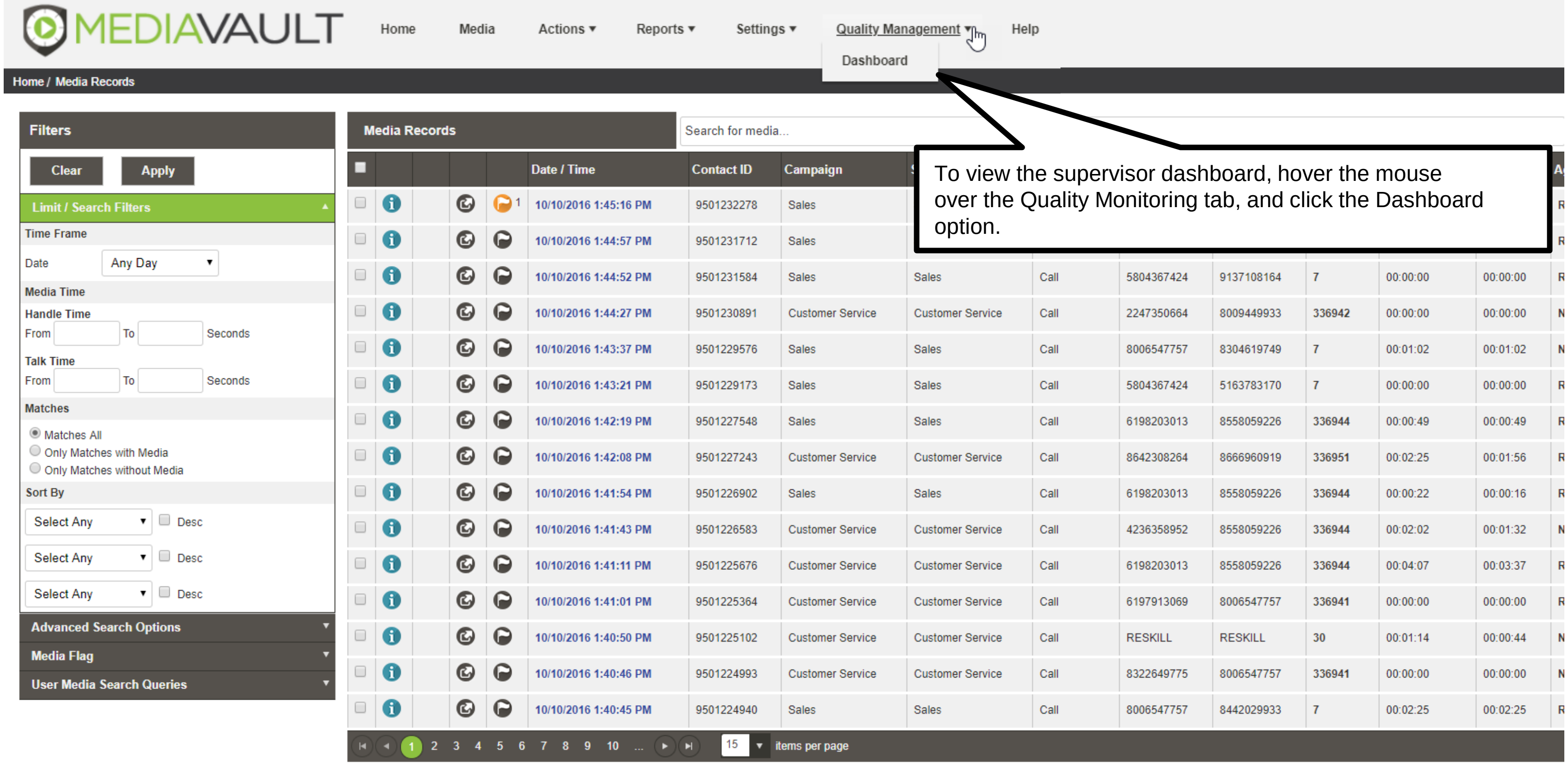
	Agent	Evaluation Form								Pass-Fail
	John Dobrotka	MVP794TestForm						30.30%		Fail
				Completed	08/04/2017 04:32:28 PM	08/04/2017 04:32:28 PM	100.00	100.00%		Pass
				Completed	07/12/2017 10:35:18 AM	07/12/2017 10:36:37 AM	93.75	87.21%		
		Form		Completed	05/30/2017 10:37:15 AM	05/3				
	John Dobrotka	DEMO - 20170530	superadmin	Completed	05/30/2017 10:36:47 AM	05/3				
	John Dobrotka	Demo 2016-12-16	superadmin	Completed	05/30/2017 10:16:06 AM	05/3				
	John Dobrotka	VS_2_DigitalCopy	superadmin	Completed	04/13/2017 10:57:43 AM	04/13/2017 10:57:43 AM	90.70	84.37%	Great	Pass

This is the average evaluation score for the agent for the past 12 months.

This graph will show you the evaluations completed for the agent, by month for the past 12 months

This pie chart displays a visual representation of the number of Evaluations in the past 12 months that were pass or fail.

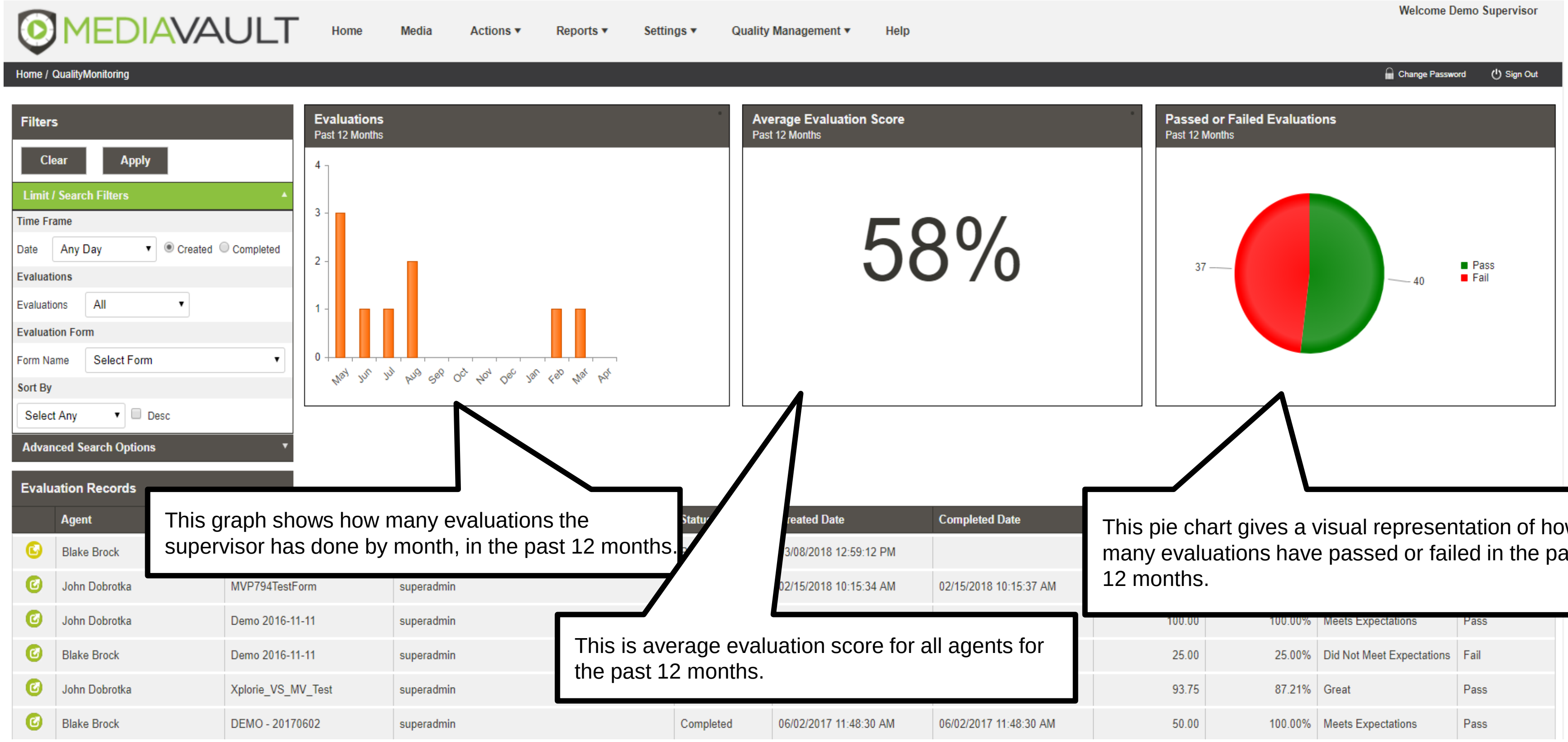
Quality Management – Supervisor Dashboard


MEDIAVAULT
Home
Media
Actions ▾
Reports ▾
Settings ▾
Quality Management ▾
Help
Dashboard
Home / Media Records
Filters
Clear
Apply
Limit / Search Filters
Time Frame
Date
Any Day
Media Time
Handle Time
From
To
Seconds
Talk Time
From
To
Seconds
Matches
● Matches All
○ Only Matches with Media
○ Only Matches without Media
Sort By
Select Any
☐ Desc
Select Any
☐ Desc
Select Any
☐ Desc
Advanced Search Options
Media Flag
User Media Search Queries
Media Records
Search for media...
1 2 3 4 5 6 7 8 9 10 ...
15
items per page

Date / Time	Contact ID	Campaign								A
10/10/2016 1:45:16 PM	9501232278	Sales								R
10/10/2016 1:44:57 PM	9501231712	Sales								R
10/10/2016 1:44:52 PM	9501231584	Sales	Sales	Call	5804367424	9137108164	7	00:00:00	00:00:00	R
10/10/2016 1:44:27 PM	9501230891	Customer Service	Customer Service	Call	2247350664	8009449933	336942	00:00:00	00:00:00	N
10/10/2016 1:43:37 PM	9501229576	Sales	Sales	Call	8006547757	8304619749	7	00:01:02	00:01:02	N
10/10/2016 1:43:21 PM	9501229173	Sales	Sales	Call	5804367424	5163783170	7	00:00:00	00:00:00	R
10/10/2016 1:42:19 PM	9501227548	Sales	Sales	Call	6198203013	8558059226	336944	00:00:49	00:00:49	R
10/10/2016 1:42:08 PM	9501227243	Customer Service	Customer Service	Call	8642308264	8666960919	336951	00:02:25	00:01:56	R
10/10/2016 1:41:54 PM	9501226902	Sales	Sales	Call	6198203013	8558059226	336944	00:00:22	00:00:16	R
10/10/2016 1:41:43 PM	9501226583	Customer Service	Customer Service	Call	4236358952	8558059226	336944	00:02:02	00:01:32	N
10/10/2016 1:41:11 PM	9501225676	Customer Service	Customer Service	Call	6198203013	8558059226	336944	00:04:07	00:03:37	R
10/10/2016 1:41:01 PM	9501225364	Customer Service	Customer Service	Call	6197913069	8006547757	336941	00:00:00	00:00:00	R
10/10/2016 1:40:50 PM	9501225102	Customer Service	Customer Service	Call	RESKILL	RESKILL	30	00:01:14	00:00:44	N
10/10/2016 1:40:46 PM	9501224993	Customer Service	Customer Service	Call	8322649775	8006547757	336941	00:00:00	00:00:00	N
10/10/2016 1:40:45 PM	9501224940	Sales	Sales	Call	8006547757	8442029933	7	00:02:25	00:02:25	R

To view the supervisor dashboard, hover the mouse over the Quality Monitoring tab, and click the Dashboard option.

Quality Management – Supervisor Dashboard


MEDIAVAULT
Home
Media
Actions ▾
Reports ▾
Settings ▾
Quality Management ▾
Help
Welcome Demo Supervisor
Home / QualityMonitoring
Change Password
Sign Out
Filters
Clear
Apply
Limit / Search Filters
Advanced Search Options
Evaluations
Past 12 Months
4
3
2
1
0
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Average Evaluation Score
Past 12 Months
Passed or Failed Evaluations
Past 12 Months
37
40
🟩 Pass
🟥 Fail

Time Frame

Date: Any Day ▾ ● Created ○ Completed

Evaluations

Evaluations: All ▾

Evaluation Form

Form Name: Select Form ▾

Sort By

Select Any ▾ ☐ Desc

58%

Evaluation Records

Agent			Statu	reated Date	Completed Date				
Blake Brock				3/08/2018 12:59:12 PM					
John Dobrotka	MVP794TestForm	superadmin		02/15/2018 10:15:34 AM	02/15/2018 10:15:37 AM				
John Dobrotka	Demo 2016-11-11	superadmin				100.00	100.00%	Meets Expectations	Pass
Blake Brock	Demo 2016-11-11	superadmin				25.00	25.00%	Did Not Meet Expectations	Fail
John Dobrotka	Xplorie_VS_MV_Test	superadmin				93.75	87.21%	Great	Pass
Blake Brock	DEMO - 20170602	superadmin	Completed	06/02/2017 11:48:30 AM	06/02/2017 11:48:30 AM	50.00	100.00%	Meets Expectations	Pass

This graph shows how many evaluations the supervisor has done by month, in the past 12 months.

This is average evaluation score for all agents for the past 12 months.

This pie chart gives a visual representation of how many evaluations have passed or failed in the past 12 months.

MediaVault Plus

SUPPORT INFORMATION

MediaVault Support

- **Condado Group Support Team**
-
- During business hours Monday through Friday 8:00 AM to 5:00 PM CT:
- Call 800-349-3024 Option 2
- Send a support ticket to support@mediavaultplus.com
-
- After hours support:
- Call 800-349-3024 Option 2
- Send a support ticket to support@mediavaultplus.com
-
- **Escalations**
- Dan Kim
- Rich Pusateri - 816-210-0701