

# Stop Guessing. Start Knowing.

## Automated Quality Management by ChorusCX

Your agents are more important than ever, give your QA team the tools to actually keep up with them.

### What is AQM?

Automated Quality Management (AQM) uses speech recognition and AI to evaluate customer interactions at scale, automating the entire quality workflow, from transcription and scoring to coaching assignment and scheduling. Instead of sampling 2-5% of calls, AQM makes 100% call evaluation possible.

Scoring, coaching assignment, and eLearning delivery then happen automatically, so performance gaps get caught and corrected in real time instead of surfacing months into a review cycle.

Where traditional QA can only tell you, long after the fact, that an agent "isn't cutting it," AQM turns quality management into a continuous, data-driven discipline, one that scales with your contact center instead of against it.

### Our Features

- ▶ **Automated Speech Recognition (ASR) transcription** of every interaction, turning audio into searchable, analyzable text.
- ▶ **Pattern and phrase detection** for compliance language, courteous/professional tone, and undesirable or off-script language.
- ▶ **Flexible evaluation forms**, start from best-practice templates or build your own scorecards to match your organization's specific standards.
- ▶ **Outcome-based scoring** that doesn't stop at a number, evaluations automatically trigger the next step, whether that's a coaching assignment or an eLearning module.
- ▶ **Automated eCoaching workflows**, queuing targeted training for manager approval and delivering it straight to the agent.
- ▶ **Built-in eLearning delivery** across video, PDF, PowerPoint, and quiz formats, with supervisor visibility into agent progress and completion.
- ▶ **Performance dashboards** tracking trends by agent, team, or contact center over time, so you can see improvement, not just snapshots.
- ▶ **Seamless integration** with your existing recording, workforce optimization, and speech analytics tools for a single, unified quality picture.

### How ChorusCX Helps

QA is here to stay, but the way you run it doesn't have to look like it did ten years ago. ChorusCX brings quality evaluation, coaching, and eLearning together in one connected AQM workflow, instead of three disconnected tools.

Instead of asking your QA team to shrink their scope every quarter just to hit a sampling target, ChorusCX lets them cover more ground with the same headcount, using automation to clear the low-hanging fruit (compliance phrases, tone, scripted language) so your specialists can focus on the complex, judgment-driven evaluations that actually move the needle on agent performance.

The result: quality standards that keep pace with your call volume, coaching that reaches agents while it's still relevant, and a QA program built to scale with your contact center, not against it.

**Ready to see it in action?** Talk to our team to explore how ChorusCX can transform quality management for your contact center: [sales@choruscx.com](mailto:sales@choruscx.com).

### Benefits of AQM



**Full coverage, not a sample.**  
Evaluate every interaction instead of the 2-5% a manual team can realistically review, so nothing important slips through.



**Cost-effective scale**  
Automate the repetitive parts of evaluation so you get more coverage without doubling your QA headcount.



**Faster, more consistent coaching**  
Agents get feedback while the interaction is still fresh, not months into a review cycle, and every agent is measured against the same standard.



**Stronger compliance**  
Automatically flag required disclosures, prohibited language, and script deviations, and produce quantifiable evidence of adherence when it's time to prove it.



**Higher agent and customer satisfaction**  
Timely, targeted coaching helps agents perform better and stick around longer, directly addressing the training gaps that drive contact center turnover.



**QA time reinvested where it counts**  
Free your QA specialists from low-value manual checks so they can focus on the nuanced, judgment-based evaluations only a human can make.