SSD Liabilities and QA Score Improvement

THE CHALLENGE

Inadequate understanding of liability policies among agents.	Inconsistent interpretation of policy guidelines across agents and QA analysts.	A lack of standardized evaluation processes for assessing agent performance regarding liability management.

THE SOLUTION

Phase 1: Onboarding & Training

ClearSource conducted a gap analysis comparing internal standards with the partner's requirements.

Phase 2: Pilot Program & Optimization

The first step of the pilot involved assessing current training programs' effectiveness.

Phase 3: Full-Scale Implementation

A full rollout of the standardized evaluation process occurred, along with a formalized process for handling liability breaches, ensuring alignment across all agents and QA analysts.

Phase 4: Continuous Improvement

Feedback loops were put in place where agents and QA analysts could discuss any ambiguities or challenges regarding liability policies.

THE RESULTS

METRICS	Before	After	% Improvement
Liability Call-Outs	High frequency of liability call-outs in sales support interactions.	15% reduction in liability call-outs within the first two months.	-15%
QA Score	75%	80%	+5%
Understanding of Liability Policies	Inconsistent application and understanding of liability policies among agents.	Improved consistency and understanding of liability policies among agents and quality analysts.	**Improved Consistency**
QA Evaluation Accuracy	82s	13s	84.1%