

Level-Up your Quality Management Process with AI-Driven Evaluation Forms

Give your team everything they need to rapidly improve performance and drive high-quality customer experiences.

1 Call Audio Player
Easily play and pause calls as you score them

2 Call Metadata
Auto-fetch metadata. No need to manually input call details.

3 Moments
Jump to important parts of the call with one click

4 Transcript
Skim through the transcript for a quick pulse of the conversation

5 Evaluation Form
Hear and score calls in one view

6 Comments
Leave contextual feedback and best practices

“We no longer need to navigate through multiple tools to monitor and evaluate calls - it’s a one stop shop.”

- Melquin Troncoso, Global QA Director, ERC BPO

“Observe.AI evaluations empower us to give all-encompassing feedback instead of just ‘oh, didn’t do it, done’.”

- Hannah Jindra, Quality Assurance Supervisor at Upgrade

[Tell me more](#)

Go Beyond Scoring Calls

Deliver contextual, actionable and shareable feedback on evaluations.

CONTEXTUAL

We missed the opportunity to offer immediate assistance. Next time try saying - "I'd be happy to help you."

Boost transparency & Minimize Disputes

Show agents why they scored well or what they can improve - with examples.

ACTIONABLE

Coaching tip: Agent is calling this a credit card instead of a credit line. Let's use this help doc to explain the difference.

Enable Faster & Targeted Coaching

Share coaching tips in a timestamped transcript. Engage agents in a personalized learning format they can't miss.

SHAREABLE

Compliance Breach: See my comment on timestamp 2:19 of the call & transcript.

Prepare Supervisors & Trainers

Never miss a compliance breach or coaching opportunity. Get a true picture of performance via a customizable dashboard and leaderboard.

TRUSTED BY TOP BRANDS



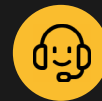
BENEFITS AT A GLANCE



Complete more evaluations faster



Provide high-quality feedback



Improve agent performance



Boost trust and transparency



Create a proactive culture



Deliver greater customer experience

[Tell me more](#)