iQuality

Find the service mistakes that keep creating more work

For customer service directors, service managers and team coaches

Roadmap: planned and not available today; a demo discusses your workflow and what is planned.

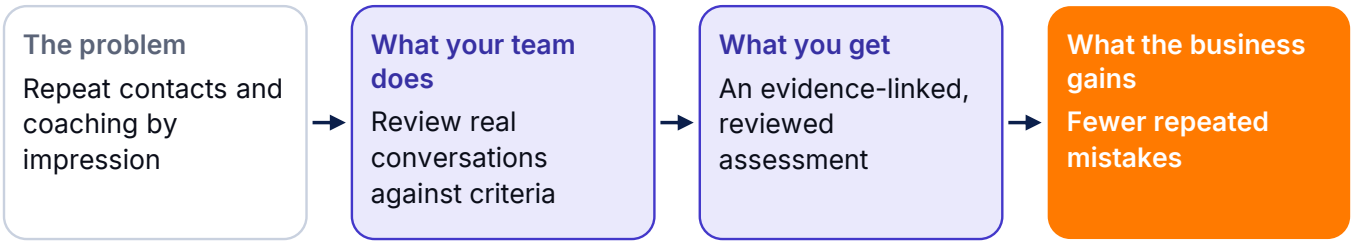
Does this sound familiar?

A manager can see that someone replied, but rarely whether the answer was accurate and followed through, and customers come back.

The same mistakes repeat, repeat contacts take staff time, and coaching relies on impressions, not real cases.

From the problem to the business gain

Conceptual illustration, not a product screen



Three practical gains

Coaching aimed at recurring problems

Designed so every finding links to the conversation and messages behind it.

Fair, reviewed assessments

Designed for a person to review every assessment; a score is never a verdict.

Fewer repeat contacts

Designed to record coaching and a later review to see if a problem returns.

What your team does

- ✓ Planned: assess a sampled conversation against criteria
- ✓ Planned: a person confirms or corrects every assessment
- ✓ Planned: record coaching with a later review

The useful output

- → An evidence-linked assessment a manager has reviewed
- → A coaching action tied to a real conversation
- → A later review showing whether the problem recurs

iQuality

Ref. 7

What it needs

- **iConnect Inbox (Controlled rollout)**
  The company-owned conversations it reviews
- **Agreed quality criteria**
  By team, channel or type of conversation
- **Named reviewers and coaches**
  Each with the right role
- **A transparent workplace policy**
  It tells staff how their conversations are reviewed

What you gain by connecting it

7 ← 6 iConnect Inbox

— Demonstrated in testing

Designed to sample iConnect Inbox (Controlled rollout) conversations, so findings point to real messages.

7 → 10 iSight

— Demonstrated in testing

Team-level summaries, with small groups suppressed, are designed to appear in iSight (Roadmap).

7 ← 5 iSupport AI

– – Planned

Including iSupport AI (Controlled rollout) drafts in reviews is planned.

Demonstrated in testing: shown working in test environments, before your own set-up · Planned: illustrative; not implemented yet

How your team would use it (planned, not available today)

Reviewer
Samples and assesses a conversation
→ An assessment linked to the messages

→

Service manager
Confirms or corrects the assessment
→ A reviewed finding to discuss

→

Team coach
Records coaching and sets a later review
→ A later check on whether it returns

→

What it is designed to give your business
Coaching from real cases, checked for whether problems return.

Next step

Request a demo to discuss service-quality goals

It is not available today. We walk through your workflow and what is planned, and agree whether it fits your scope.

https://iconsultants.tech/iconnect/demo

Technical detail: iConnect Technical Evaluation Guide

Scan to request the demo