

CHECKLIST

Customer service quality assurance checklist

- ✓ Define your customer service goals
- ✓ Pick rating categories for your QA scorecards
- ✓ Decide who will review conversations
- ✓ Introduce the QA program to your customer service team
- ✓ Choose which conversations to review (or use AI)
- ✓ Plan calibration sessions to align QA scores
- ✓ Track and review data to continuously improve

Quality Sustaining Customer Service

Katrin Zwirgmaier



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