



Gain Insights to Improve Sales and CSAT with Etech Monitoring Solutions

Etech Monitoring Solutions provides valuable insights into agent, customer and contact center interactions (inbound, outbound or chat). Quality Assurance is a fundamental way of enhancing business processes. Etech assists companies in identifying opportunities and actions to improve their results. This improvement helps drive sales results, enhance customer interactions and ensure all regulatory and compliance requirements are met. Etech Monitoring Solutions represents a collection of highly skilled auditors and processes that ensures quality customer interactions.

We use standards such as ISO 9000, Six Sigma and other statistical tools to help drive strategy and process improvements to reduce variations and defects.

Etech Global Services offers award winning quality assurance services to help enhance customer experience and ROI.

OUR DOMAIN EXPERTISE

- Alert Notifications
- Sales and Service Audits
- Sales Verification
- DNC/IRT
- Non-Sale Audits
- Compliancy Analysis
- Value Added Data Analysis
- Customer / Client Feedback
- Data Analysis and Detailed Reporting
- Customer Service / Experience Audits
- Business Market Intelligence Analysis

ABOUT ETECH GLOBAL SERVICES

Etech Global Services is a leading provider of intelligent sales and service solutions utilizing inbound and outbound voice and web chat. We understand the importance of customer relationships. That's why all of our solution strategies are driven by the 'voice of the customer'. Our stringent QA process ensures an ever-improving customer experience. We also gather critical business intelligence data from each customer interaction. And we do everything with the highest integrity and quality possible. These differences allow us to provide industry-leading service, stellar CSAT scores, and high performing sales and service solutions that enable our clients to increase revenue and delight their customers.

Quality Monitoring Solutions

Etech Global Services' Monitoring Solution Benefits

- Reduce Quality Monitoring Costs
- Increase Sales
- Enhance Customer Experience
- Improve Coaching Impact
- Improve Sales and Support Teams
- Gain Deeper Client Insight

FOR MORE INFORMATION

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quality inbound, outbound and web chat solutions