



REAL-TIME AGENTIC QA FOR CONTACT CENTERS

Google

4.0 ★★★★★☆

Clutch

4.9 ★★★★★☆

glassdoor

4.5 ★★★★★☆

Countries we operate from



PROBLEM STATEMENT



A customer service-intensive enterprise needed better quality monitoring across thousands of daily inbound and outbound calls. Manual QA processes led to inefficiencies and compliance risks.

Only 1-2% of calls were being reviewed that too manually.

Agents lacked timely coaching and intervention.

QA feedback was subjective and delayed.

Escalations and compliance issues were detected too late.



Using **Agentic AI**, INT. implemented real-time QA automation that:

- ✓ **Live Call Scoring:** Real-time transcription and AI evaluation of conversations.
- ✓ **Risk Alerts:** Prompts for high-risk or non-compliant calls.
- ✓ **Thematic Tagging:** Auto-classified calls by issue type to reveal patterns.
- ✓ **System Integration:** Linked QA insights with CRM and telephony for context-aware scoring.
- ✓ **Insight Dashboards:** Role-specific views for agents, leads, and compliance.



Process Followed – INT.'s Evolve Model

01

Diagnose:

Audited workflows and coaching gaps.

02

Define:

Set clear QA metrics tied to business goals.

03

Develop:

Configured AI and mapped to systems.

04

Deploy:

Piloted with phased rollout.

05

Train:

Onboarded teams on usage and actionable.

06

Iterate:

Refined models using feedback data.

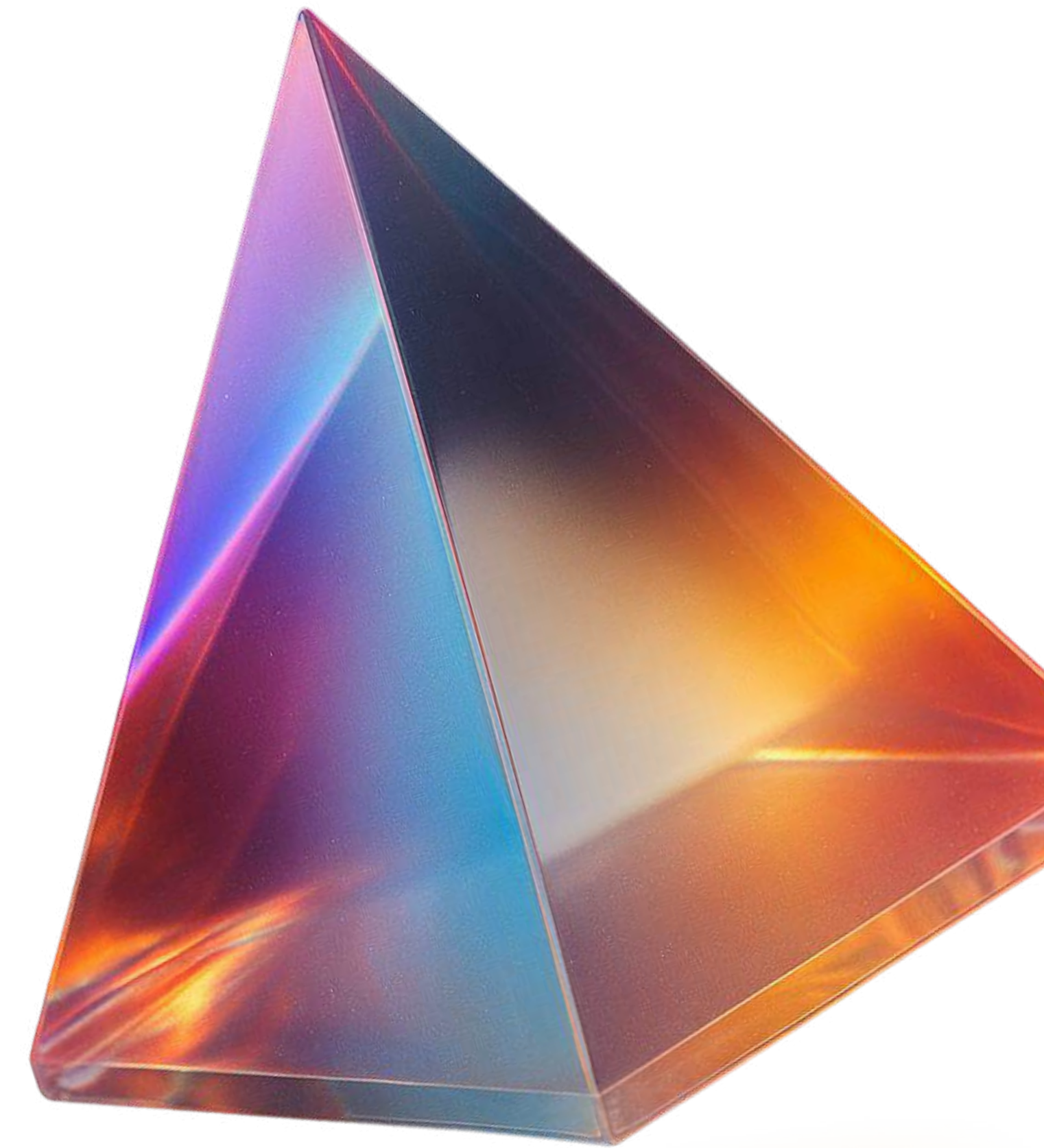
40%

improvement in SLA adherence

81%

fewer compliance breaches,
through auto-monitoring.

3X more at-risk calls flagged,
improving intervention.





Let's Help You

Delight Your Customers - The easiest way to achieve growth



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27+ Years

1000+ Professionals

45+ Countries

30+ Awards

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