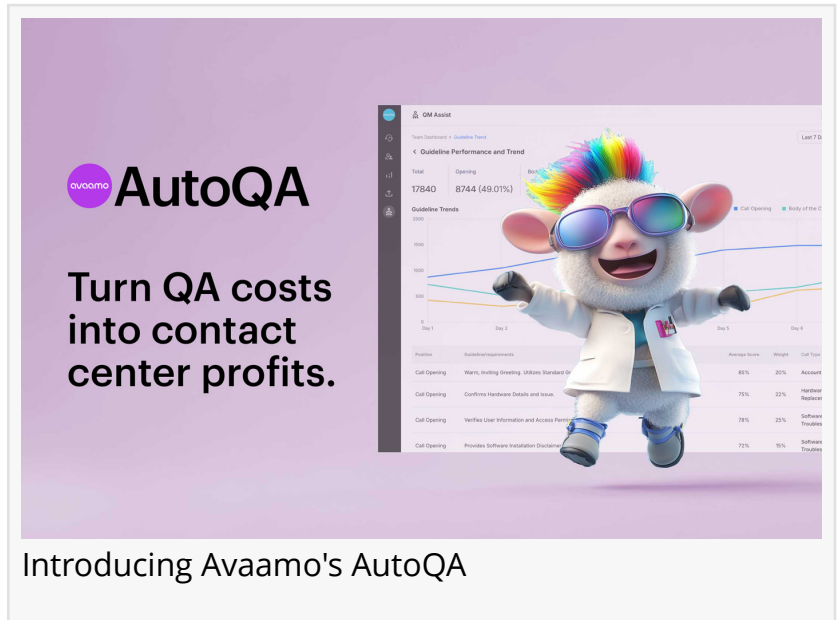


Avaamo Launches AutoQA: The industry's first GenAI-Powered Quality Assurance for Contact Centers

Breakthrough technology enables 100% call coverage with near-perfect accuracy across all channels

LOS ALTOS, CA, UNITED STATES,
November 14, 2024 /

EINPresswire.com/ -- [Avaamo](https://www.avaamo.com), a leader in contact center AI solutions, today announced the launch of [AutoQA™](https://www.avaamo.com), a groundbreaking GenAI-powered quality assurance solution that transforms how contact centers evaluate customer interactions. Powered by Avaamo's proprietary LLaMB™ technology, AutoQA™ automatically evaluates 100% of customer interactions across all channels, delivering unprecedented accuracy and coverage while maintaining operational costs.



The graphic features the Avaamo logo and the text "AutoQA" in a large, bold font. Below this, it says "Turn QA costs into contact center profits." To the right, there is a screenshot of the AutoQA dashboard. The dashboard shows a "Guideline Performance and Trend" chart with a line graph and a table of call logs. A 3D cartoon character with a colorful mohawk and glasses is standing in front of the dashboard. The dashboard data includes:

Guideline Trends	Day 1	Day 2	Day 3	Day 4	Day 5
Total	17840	8744 (49.01%)			

Issue	Guideline/Requirement	Acceptance Rate	Weight	Call Type
Call Opening	Warm, Inviting Greeting, Utilizes Standard Greeting	85%	20%	Account
Call Opening	Confirms Hardware Details and Team	75%	25%	Hardware Malfunction
Call Opening	Verifies User Information and Access Permissions	78%	25%	Software Troubleshooting
Call Opening	Provides Software Installation Instructions	72%	30%	Software Troubleshooting

Introducing Avaamo's AutoQA

"Contact centers have long struggled with the trade-off between comprehensive quality assurance and operational efficiency," said Sriram Chakravarthy, CTO, Avaamo. "AutoQA™ eliminates this compromise by providing complete coverage and near-perfect accuracy, turning QA costs into profit opportunities."

Revolutionary Features and Capabilities

AutoQA introduces several industry-first capabilities:

- **Real-Time Quality Assessment:** Evaluates agent performance instantly using predefined, weighted guidelines for each call stage
- **Intelligent Guideline Setup:** Allows teams to create and customize evaluation criteria using simple English instructions—no coding required
- **Comprehensive Self-Learning Tools:** Empowers agents with complete visibility into their performance metrics and personalized development paths
- **Advanced Compliance Management:** Ensures adherence to major standards including GDPR,

CCPA, HIPAA, PCI DSS, and SOC 2

Transforming Contact Center Operations

AutoQA's implementation delivers immediate and measurable benefits:

- Automated evaluation of 100% of customer interactions
- Real-time performance insights and feedback
- Detailed analytics with emotion indicators and call summaries
- Seamless guideline updates and instant re-evaluation of past interactions
- Robust trend analysis for data-driven decision making

Security and Compliance

The platform maintains the highest standards of data security and regulatory compliance, featuring advanced encryption, secure data handling, and stringent access controls to protect sensitive information.

Availability

AutoQA is available immediately for contact centers looking to transform their quality assurance processes. For more information about AutoQA and its capabilities, visit avaamo.ai/autoqa.

About Avaamo

Avaamo is an advanced multimodal generative AI platform empowering global enterprises to automate and deliver outstanding self-service experiences. Our patented AI technology spans voice transcription, natural language understanding, and generative AI, and call center automation. Avaamo supports self-service interactions across Healthcare, HR, IT, and customer service for leading global companies. Facilitating over 2 billion interactions annually in 114 languages, Avaamo seamlessly integrates with 200+ common enterprise applications. Visit avaamo.ai to witness how Avaamo is shaping the future of generative AI-enabled conversational enterprises. Join us at the forefront of innovation!

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Avaamo

+1 650-383-5660

[email us here](#)

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