

Post-Call Customer Satisfaction Prediction Model

Proprietary Post-Call Customer Satisfaction Prediction Model Based on AI and Regression Analysis to Predict Agent CSat Score Derived from an Auto QA Evaluation

ID, UNITED STATES, November 27, 2024 /EINPresswire.com/ -- Benchmarkable CSat Prediction

Our proprietary post-call [CSat prediction model](#) uses AI, machine learning, natural language processing, and regression analysis techniques to [benchmark and predict CSat](#). The CSat prediction is typically based on various factors related to the call, such as agent behavior and how a typical customer would rate the call. SQM's Agent [QA](#) CSat Score Prediction Matching to Survey Agent CSat is 90%. Our capability to determine QA and predict CSat accurately on every call is what truly sets us apart from our competitors.



Purpose of Predicting Customer Satisfaction

1. Enhance Customer Experience:

- Call centers can improve the customer experience by identifying areas to improve.

2. Improve Agent Performance:

- Insights from the model can highlight areas where agents can improve, such as communication skills or efficiency.

3. Optimize Processes:

- Understand operational bottlenecks like long hold times or unresolved issues that lead to dissatisfaction.

4. Reduce Customer Churn:

- Address dissatisfaction proactively to improve retention and loyalty.

SQM Marketing

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