Virtual QA Auditor

The CX-Elevating Intelligence Behind Every Call

Finding The Signal Among The Noise

In today's experience economy, the contact center serves as the frontline of the brand, with agents shaping every customer impression. But traditional QA processes for monitoring conversations are manual, patchy, and too slow to keep up—offering post-facto insights when real-time action is what's needed. It's like steering through the rearview: you see what went wrong, only after it's too late.

What if every call could be assessed as it happens—turning quality monitoring into real-time CX intelligence?

Meet
Virtual QA Auditor

Automated QA For Every Call. Every Agent. Every Moment.

Virtual QA Auditor is an AI-led, cloud-ready QA platform purpose-built to transform how contact centers monitor performance and elevate customer experience. It analyzes human-agent conversations across voice, live chat, bot-assisted, and hybrid journeys—automatically and on a scale, powered by HTC MAiGE- a cutting-edge AI and Data Platform.

Operating in real-time or batch mode, it scores every interaction against critical metrics like AHT, FCR, sentiment, compliance, and coaching needs. With 100% interaction coverage, it delivers a complete, unbiased view of agent performance and CX quality. Multilingual capabilities and category-aware intelligence empower teams to manage high ticket volumes with greater speed, precision, and insight.

Powering The Floor
With Assurance

Once deployed, Virtual QA Auditor becomes the heartbeat of frontline performance.

Verifies correct resolution paths and documentation

Analyzes tone and sentiment to surface friction points

Flags SOP or script deviations in real-time

Powers group trainings and identifies skill gaps

Empower agents with learning tools

Tracks QA and compliance trends across channels

Generates structured QA reports for every call and agent

Force Multiplier Features For The
Modern Contact Center

Automated Monitoring
100% of interactions—calls, chats, and hybrid journeys—are evaluated against key QA metrics like AHT, FCR, and sentiment.

Live Feedback & Alerts
Real-time deviation detection helps agents and supervisors act instantly during live interactions.

Speech & Text Analytics
NLP-driven analysis captures tone, sentiment, and missed opportunities—across voice and digital channels.

Configurable QA Logic
Scoring logic is fully customizable per client, campaign, or performance goal.

Root Cause Discovery
AI identifies systemic issues and recommends next best actions to prevent repeat problems.

Seamless Integration
Pre-built connectors enable smooth integration with Genesys, ITSM systems, CRMs, and telephony platforms.

Empowered Agents.
Elevated CX.

AI At Core
No manual scoring. No human-in-the-loop. Just fast, objective analysis.

Omnichannel Smartness
Evaluates both speech and text across complex journeys.

Built For The Enterprise
Scales across locations, languages, and business units.

Flexible Deployment
Cloud-native with on-prem-friendly integration options.

Deep Integration Power
Works seamlessly with your ITSM, contact center, or CRM setup.

Built For Every
Contact Center Story

Retail

Insurance

Banking

Healthcare

Travel

Tech Support

From Metrics
To Momentum

Virtual QA Auditor turns quality assurance into a growth driver—powering better decisions, sharper performance, and stronger customer loyalty.

Every Interaction Accounted For
100% audit coverage—no gaps, no random sampling.

Faster Coaching, Smarter Teams
Real-time insights drive continuous learning and in-the-moment improvement.
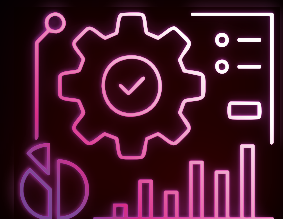
Fewer Mistakes. Higher Trust.
Reduced error rates and elevated compliance through AI-led scoring.

Lean QA. High Impact.
Free up QA teams to focus on coaching, not chasing data.

CX That Feels The Difference
Customers get faster, smoother, more consistent experiences—at scale.

About us

Reap The Digital Dividend With HTC Global Services

HTC Global Services is a leading global provider of innovative IT and Business Process Services and Solutions. Established in 1990 with headquarters in Troy, Michigan, USA, HTC combines its extensive technical and domain expertise along with its business partner approach to enable clients to realize business transformation and maximize business returns.

30+ Years
Of technology heritage

100+
Fortune 2000 clients

Troy, MI-based
Minority business

12
Global delivery locations

Where We Deliver

Global Reach. Local Relevance.

- 24/7 Support across regions.

- Expertise in North America, LATAM, EU, APAC, and the Middle East.

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