



Colossus Nxt Gen

Wipro's Quality
Monitoring Tool

Colossus NxtGen is aimed at providing a visual interface to quality analysts to record and evaluate quality performance. It allows complete front-end configuration for any kind of monitoring forms, fulfills reporting requirement and allows sample-based audits as well.



Highly customizable transaction audit forms with user access based on role definitions



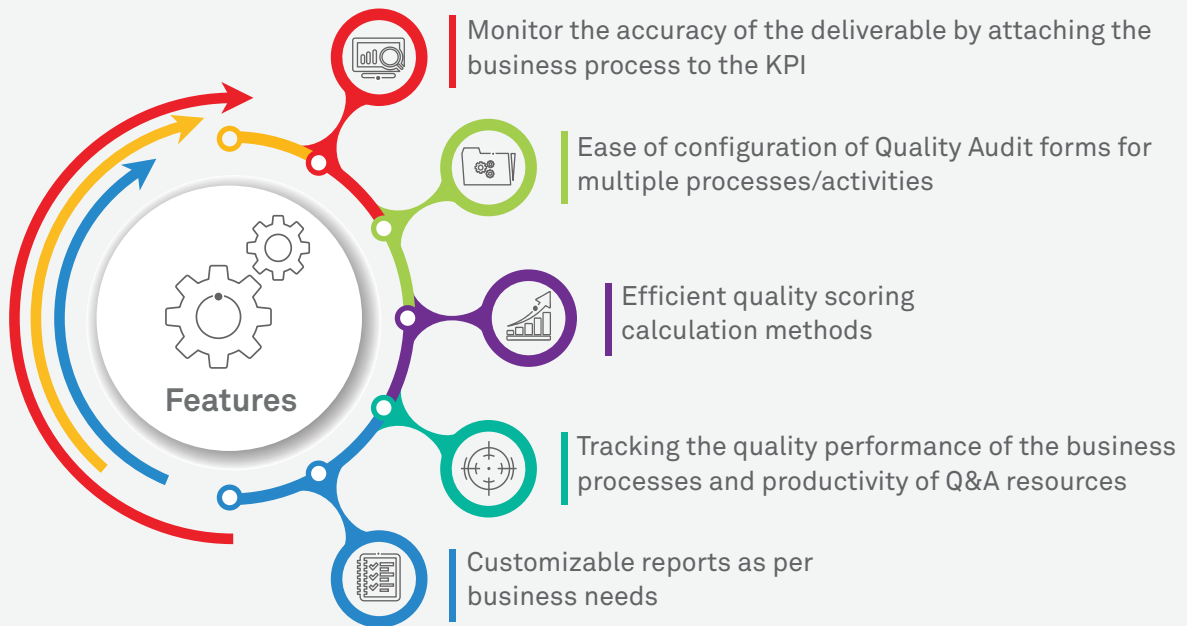
Elaborate and exhaustive reporting that allows to filter at various levels of business processes



Real time view of performed audits and online feedback

Fosters a business-centric approach to quality audits and compliance

Features



Benefits

- Visual interface to record and evaluate performance in various business areas and processes
- Real-time online feedback to agents to check their performance with an option to challenge and accept audits
- Centralized repository for QA scores in standard/customizable format
- Automated sample selection based on the sample size defined

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