

# CALL SCORING

Discover meaningful data from voice calls

## Call Scoring

Call scoring is a performance aid that consists of a live, third party agent who listens and scores incoming and outgoing calls between potential clients and your team. The data from this scoring will give you insights to improve the desired results which is expected from the calls. The data is also useful to derive which advertisement source works best and generates incoming calls. Over and above the quality of the call is assessed based on set parameters which helps to improve your team's performance. ITCube has highly trained unbiased team of agents who monitor and score the prospect interactions. The call data is captured, analyzed and presented for further actions.

## About ITCube

ITCube Solutions is a Consulting, Technology, Build Operate Transfer (BOT) and Business Process Outsourcing (BPO) Company, headquartered in Cincinnati, Ohio with operations in UK and a Call Center located in Pune - India. We at ITCube BPO serve markets in the Middle East, Asia, Europe and US. ITCube BPO services India is committed to delivering high value and Return on Investment to its clients across various business verticals.



LET'S TALK

+1-614-434-2376