



ELEVATE QUALITY AND CONSISTENCY AT SCALE WITH VERIFIED AND AUTOMATED QA FOR EVERY INTERACTION

Evaluating agent performance, compliance, and customer experience for every interaction with **near-human accuracy on the same scorecard** your manual evaluators use. Level AI's QA-GPT brings transparent explanations for each score, giving you trustworthy insights into customer experience and agent performance at scale. Human QA auditors also benefit from evidence, reasoning, and timestamps, resulting in a **6x productivity boost**

"We're able to get so much intel about our calls and our customers that it really helped us make changes in our processes to convert more calls. We've gone from manually scoring 1-2% of our calls to using Level AI to score 100% of our calls!"

Angela Zander, Director Of Operations At Quinstreet

Join the customer-first revolution with the likes of :



Consistent, Comprehensive and Instant QA

- **Generative AI Precision:** Analyze conversations in context and evaluate even complex open-ended questions with over 90% agreement with expert human QA scores.
- **Custom Scorecards:** Use your existing QA rubrics or instantly create new ones. No complex setup - just type your questions and go
- **Transparent Scoring:** Each automated score comes with a clear **explanation, timestamps, and reasoning**, including quotes from the conversation, to show why a call was marked the way it was.
- **Manual QA Acceleration:** For human-reviewed calls, QA-GPT suggests answers and timestamps evidence for **6x faster reviews**.
- **Test, Tune and Validate:** Ensure consistent quality with a suite of tools to automate and test Auto-QA accuracy in a secure sandbox.

QA Score	Instascore	CSAT Score
75% (PASS)	88.89% (PASS)	None

System Proficiency	7/7 Pts
Did the agent proactively reduce the customer's effort? Yes	
Evidence	
Description	
Comments	

Drive Better Customer Outcomes

- With complete QA coverage, you can ensure regulatory compliance with every customer interaction
- By automating QA audits, Level AI **reduces manual effort by up to 90%**, enabling teams to focus on coaching and process improvement.
- Level AI's Auto-QA provides instant, actionable feedback on every interaction, **boosting CSAT by 25% and agent satisfaction by 45%**.
- Efficiently manage agent coaching with effective personalised coaching plans for agents and direct one-click feedback
- Get full visibility into your contact center operations with intelligent redaction enabled screen recording, powerful analytics and deep conversation insights.

