

# Committed to Quality Committed to You

Call-taking and dispatch centers are under increasingly heavy demands. These stressors arise from staffing challenges, pressures to cut costs, pressure to increase transparency, and ever-evolving technologies and processes. More than ever, Quality Assurance (QA) initiatives are essential. Done right, they can relieve some of the burden and free up organizations to focus on their mission.



## Our Full-Service QA Solution

- ◆ We assess any existing quality assurance efforts and employee feedback procedures
- ◆ We work with your company to outline goals and design your new QA program
- ◆ We help you set up custom QA forms, reports, e-coaching, and dashboards
- ◆ We create QA policies, training procedures & documentation
- ◆ Our independent evaluators perform regular assessments, based on your goals
- ◆ We conduct a monthly reviews with your QA Manager to spot trends, providing feedback for employee quality improvement
- ◆ Integrates with Priority Dispatch Aqua System providing certified protocol reviews

## Trust Your QA Program To The Experts



### MEET YOUR TEAM OF INDEPENDENT QA EVALUATORS

Leverage our years of industry experience to establish your QA program, then offload all evaluations and reporting work to our team of independent QA evaluators. Each of our evaluators undergo regular training in industry best practices to ensure they adhere to APCO & NENA QA standards.





## Replay QA Benefits

### FOR MANAGEMENT

- ◆ Ensures adherence to standards, procedures & policies
- ◆ Identifies area to change or improve
- ◆ Improves staff retention & morale
- ◆ Establishes consistent employee evaluation & feedback
- ◆ Promotes service excellence
- ◆ Outsourcing QA allows you to ensure your evaluation & feedback remain a priority

### FOR CALL-TAKERS & DISPATCHERS

- ◆ They receive feedback on ways they can improve performance.
- ◆ Their stress levels drop through consistent & transparent communication
- ◆ QA helps management understand their daily challenges & implement solutions
- ◆ Independent evaluator eliminate review bias which can cause tension

Custom QA Forms, Reports,  
eCoaching & Dashboards



Best Practices for Police, Fire,  
Medical, & Non-Emergency



Review for Call-Taking,  
Dispatch, Administrative Calls



Integrates with Priority Dispatch  
Aqua System Providing  
Certified Protocol Reviews



Monthly Review to Spot  
Trends & Provide Feedback  
for Employee QI



800.722.3472 | [ReplaySystems.com](http://ReplaySystems.com)

4800 N Federal Hwy #104B | Boca Raton, Florida 33431

P 954-267-9199 | F 954-337-2751



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