



Users Access Control

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ABOUT COMPANY

Enterprise Technology Solutions (ETS) is a global provider of intelligent software and technology solutions to businesses through its centers in US, India, and Jamaica. ETS has proven experience and expertise in offering end-to-end IT solutions, E-commerce solutions, customized software solutions, web development services, handling offshore software development projects, and much more.

ETS over the years has gained immense domain expertise and served businesses across various industry verticals ranging from automobile, CRM, B2B, E-commerce, Publication houses, Real estate, Call center & BPO companies enabling them to drive business growth, serve their customers efficiently, and maximize revenue.

ABOUT QEVAL

QEval Pro comes with encapsulated functional features to provide dynamic user-friendly experience. The users could rearrange these features as per their requirements. It also allows the users to organize the data and to access online help. The applied features in the module include:

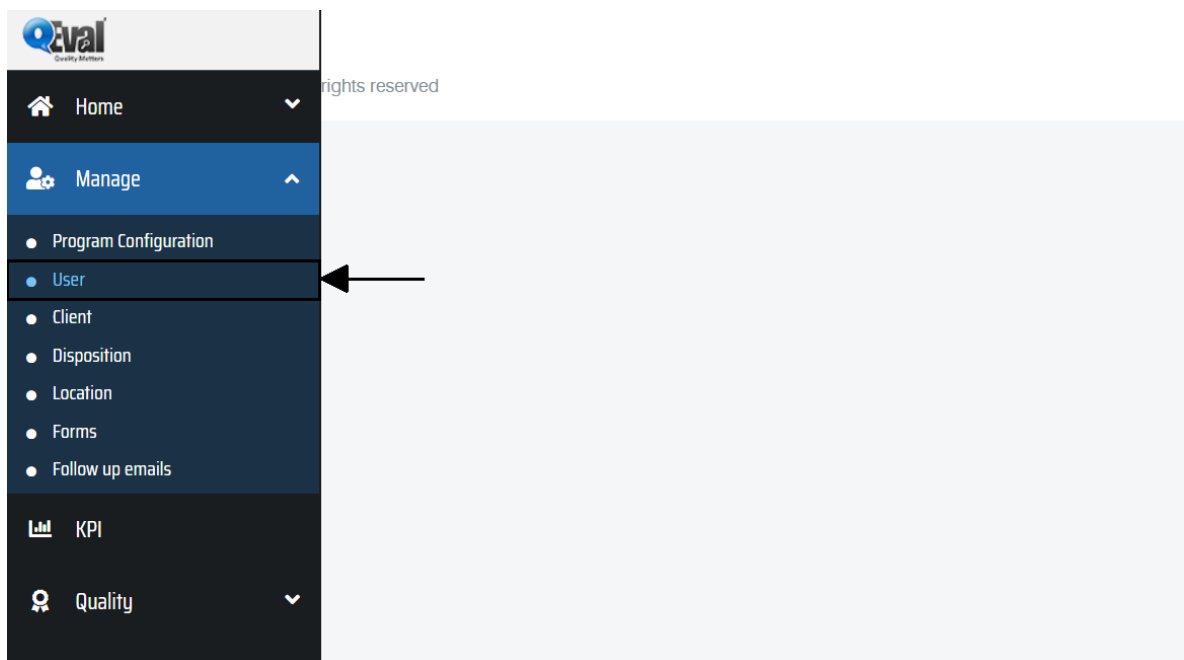
- Secure cloud hosted platform
- Fully customizable
- Data aggregation and trending
- Speech analytics
- Integrated online help
- Real time reporting

USER ACCESS

QVal is a complete call center monitoring solution. It facilitates all the user roles to utilize its features, adding value to the Quality Assurance needs.

To add user, follow the steps given below:

1. Select **Manage > User**.



2. On **Manage User** page, click on the **Add/Import Users** button to add a user and the following screen appears.

Manage Users					
		Export To	Add/Import Users	Search Users	
User Name	Supervisor	Location	Role	Alternate ID	Action
Adam Milne(VP1)	Jack Daniel(QASupervisor1)	Texas	VP		 
Jack Daniel(QASupervisor1)	Nathan Smith(QAManager1)	Texas	QA Supervisor		 
Axay Bhaliya(108855)		Gandhinagar	Supervisor		 
Chirag Kakariya(0107618)			Admin		 
Anne Sophie(NotAvailableSup11)		Gandhinagar	Supervisor		 
Davendra Champawat(EMPVERIFIER03)		Vadodara	QA Verifier		 
Dian Sailsman(EMPAGENT05)		Gandhinagar	Agent		 
Jevaughn Jaggon(EMPAGENT04)		Gandhinagar	Agent		 
Clinton Clarke(EMPAGENT02)		Vadodara	Agent		 
DemoClient Admin(EMPADMIN01)		Gandhinagar	Admin	EMPADMIN01	 
Showing 1 to 10 of 27 entries					Previous 1 2 3 Next

3. Provide the following details.

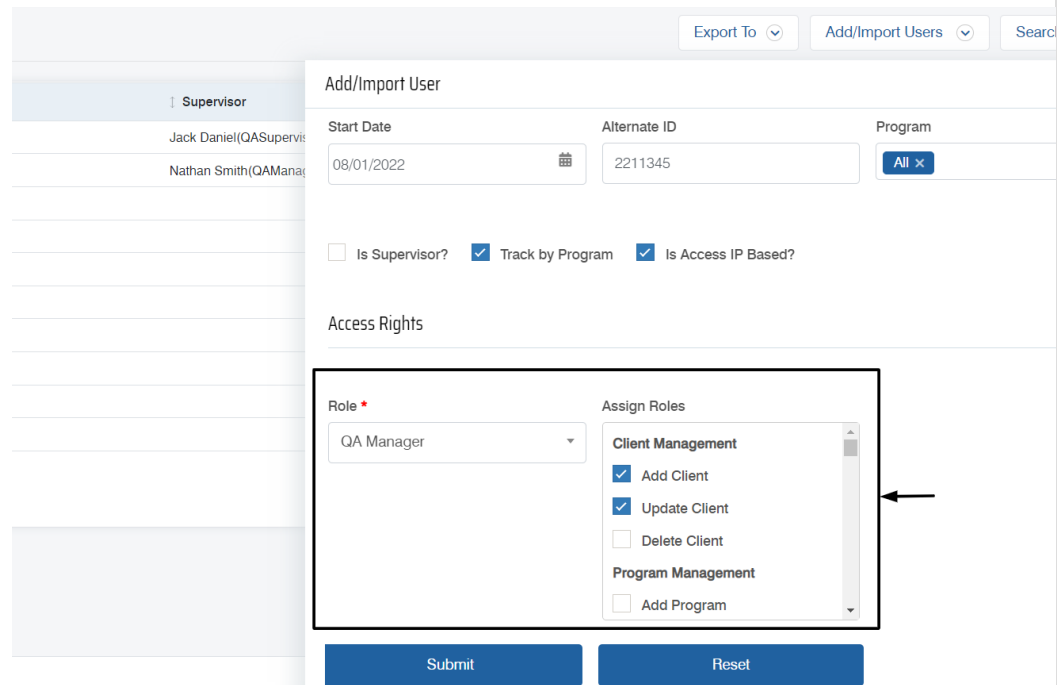
Screen Elements	Description
Credentials	
User Name	Enter the User Name of the new user.
Password	Enter a strong password. Note: <i>The password should meet the below requirements.</i> • <i>Must be at least 8 characters.</i> • <i>Must contain at least one digit, one lower case letter or one upper case letter, and one special character.</i> • <i>Valid special characters are: -_.,?/; \!@#\$\$%^&*()-+=.</i> <i>Example: Effective1?.</i>
Confirm Password	Re-enter the password for confirmation.
Employee ID	Enter the ID of the employee.
Employee Type	Enter the type of employee.
Business Unit	By default, the business unit is already selected and is disabled.
First Name	Enter the first name of the user.

Middle Name	Enter the middle name of the user.
Last Name	Enter the last name of the user.
Location Name	Select the location from the dropdown list.
Email	Enter the Email address.
Supervisor Name	Enter the supervisor's name of the user.
Start Date	Select the start date Of the user to use this platform.
Alternate ID	Enter the alternate ID of the user.
Program	Select the Program from the dropdown list.
Is Supervisor?	Select this check box if the user is a Supervisor.
Track by Program	Select this checkbox to track the user by the program. It is meant to see QA spending time on each program at their end when they handling multiple program.
Is Access IP based?	Select this checkbox to allow access to Users based on IP Addresses. Note: <i>Selecting the checkbox restricts the User from accessing QEval from any other IP Address.</i>

Access Rights

Role

Select the Role of the user to restrict or allow access rights.
Based on the selected Role, under the **Assign Roles** section, related rights are displayed. Admin can provide more rights by selecting the checkbox of the related actions for each module.



The screenshot shows the 'Add/Import User' form. The 'Role' dropdown is set to 'QA Manager'. The 'Assign Roles' section is highlighted with a black box, and an arrow points to the 'Add Client' checkbox under 'Client Management'. The 'Access Rights' section is also visible below the 'Assign Roles' section.

Start Date	Alternate ID	Program
08/01/2022	2211345	All x

☐ Is Supervisor?
 ☒ Track by Program
 ☒ Is Access IP Based?

Access Rights

Role *
QA Manager

Assign Roles

Client Management
☒ Add Client
☒ Update Client
☐ Delete Client

Program Management
☐ Add Program

Submit Reset

Once the necessary fields are configured, click **Submit** button to add the program, or click **Reset** button to reset the fields.

Campaign wise access can be given to all the user types. If a user is having rights for any specific campaign, then he will be able to access that campaign.

QEval offers accessibility to user roles in contact centers as:

1. Admin
2. Supervisor
3. Agent
4. QA Manager
5. QA Supervisor
6. QA Verifier
7. VP

To view the default access of each role, [Click here](#).

ADMIN

Description: These users are having maximum rights in the QEval platform. They can manage users and their access and can make changes in their roles as well. User with this profile falls at the top of the hierarchy in the QEval.

- **Access:** Client Management
 - **Functions:** Add Client, Update Client, Delete Client
- **Access:** Program Management
 - **Functions:** Add Program, Update Program, Delete Program
- **Access:** User Management
 - **Functions:** Add User, Update User, Delete User, Reset Password, Custom Fields
- **Access:** Form Design
 - **Functions:** Create Form, Activate Form, Delete Form, Update Form

- **Access:** Evaluation
 - **Functions:** Evaluate, Update Evaluation, Delete Evaluation, View Evaluation, Verify Disputes
- **Access:** Agent Evaluation
 - **Functions:** Review, View, Dispute, Coach, Verify Good/Bad Call
- **Access:** Manager Evaluation
 - **Functions:** View Evaluation Count, Team Review/Dispute
- **Access:** Reports
 - **Functions:** All Reports
- **Access:** Program Access Group Management
 - **Functions:** Add Group, Update Group, Delete Group
- **Access:** ATA Process
 - **Functions:** ATA View Evaluation, ATA Delete Evaluation, ATA Update Evaluation, ATA Evaluation
- **Access:** Calibration Management
 - **Functions:** View Calibration, Delete Calibration, Update Calibration, Add Calibration

To know more about Admin's role, kindly [Admin](#) in our QEval Knowledge Base.

SUPERVISOR

Description: This role represents supervisor of agents. Users with this access will be able to details on the agents mapped under them.

- **Access:** Evaluation
 - **Functions:** Evaluate, Update Evaluation, Delete Evaluation, View Evaluation, Verify Disputes
- **Access:** Agent Evaluation
 - **Functions:** Review, View, Dispute, Coach, Verify Good/Bad Call
- **Access:** Manager Evaluation
 - **Functions:** View Evaluation Count
- **Access:** Reports
 - **Functions:** Overall Program QA Scores Report, Program Summary report by Agent, Section Average Score Report by Agent, View Reports
- **Access:** Calibration Management
 - **Functions:** View Calibration, Delete Calibration, Update Calibration, Add Calibration

To know more about Supervisor's role, kindly refer [Supervisor](#) in our QEval Knowledge Base.

AGENT

Description: This role represents CSR/Agent for whom evaluations will be performed.

- **Access:** Agent Evaluation
 - **Functions:** Review, View, Dispute, Coach, Verify Good/Bad Call

To know more about Agent's role, kindly refer [Agent](#) in our QEval Knowledge Base.

QA MANAGER

Description: This profile is at the top of the QA hierarchy level. Users with this profile will be able to see the details related to all the evaluations performed by the QAs of QA Supervisors mapped under them.

- **Access:** Form Design
 - **Functions:** Create Form, Activate Form, Delete Form, Update Form
- **Access:** Evaluation
 - **Functions:** Evaluate, Update Evaluation, Delete Evaluation, View Evaluation, Verify Disputes
- **Access:** Agent Evaluation
 - **Functions:** Review, View, Dispute, Coach, Verify Good/Bad Call
- **Access:** Manager Evaluation
 - **Functions:** View Evaluation Count, Team Review/Dispute
- **Access:** Reports
 - **Functions:** Overall Program QA Scores Report, Program Summary report by Agent, Section Average Score Report by Agent, View Reports, Overall Performance Program Level, Login Logout Report
- **Access:** Calibration Management
 - **Functions:** View Calibration, Delete Calibration, Update Calibration, Add Calibration

To know more about QA Manager's role, kindly refer [QA Manager](#) in our QEval Knowledge Base.

QA SUPERVISOR

Description: This role represents supervisor of QAs. Users with this access will be able to get the details of the agents mapped under them.

- **Access:** Evaluation
 - **Functions:** Evaluate, Update Evaluation, Delete Evaluation, View Evaluation, Verify Disputes
- **Access:** Agent Evaluation
 - **Functions:** Review, View, Dispute, Coach, Verify Good/Bad Call
- **Access:** Reports
 - **Functions:** Overall Program QA Scores Report, Program Summary report by Agent, Section Average Score Report by Agent, View Reports
- **Access:** Calibration Management
 - **Functions:** View Calibration, Delete Calibration, Update Calibration, Add Calibration

To know more about QA Supervisor's role, kindly refer [QA Supervisor](#) in our QEval Knowledge Base.

QA VERIFIER

Description: This role is for users who are responsible for performing audits on the agents. QA verifier will only be able to see their own details.

- **Access:** Evaluation
 - **Functions:** Evaluate, View Evaluation, Verify Disputes

To know more about QA Verifier's role, kindly refer [QA Verifier](#) in our QEval Knowledge Base.

VICE PRESIDENT (VP)

Description: This user role created to grant access to the user to access only reports.

- **Access:** Reports
 - **Functions:** Overall Program QA Scores Report, Program Summary report by Agent, Section Average Score Report by Agent, View Reports

To know more about VP's role, kindly refer [Vice President](#) in our QEval Knowledge Base.

DOCUMENT VERSION CONTROL

Version	Date	Author	Reviewer(s)	Changes
2.0	20-09-2022	Athira Nair	Jalpesh Desai	--