

# Yaqeen GenAI QA Monitor™

## Business Problem

Contact centers handle thousands of customer interactions daily, but only a small fraction are reviewed due to time and cost constraints. This leads to undetected compliance violations, inconsistent agent performance, and missed customer insights—resulting in operational risk and reduced service quality.



## Our Solution: Yaqeen GenAI QA Monitor™

Yaqeen GenAI QA Monitor™ is a fully managed **SaaS solution available on AWS Marketplace, powered by AWS**, that uses Generative AI to automatically transcribe, analyze, and summarize 100% of your voice or chat conversations. It turns unstructured communication into actionable intelligence—empowering your QA, compliance, and operations teams with always-on insights.

### Key Capabilities Include:



Agent performance and behavioral analytics



Customer sentiment analysis and escalation alerts



Script adherence, regulatory compliance, and risk scoring



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Self-service prompt management for business teams



Customizable QA dashboard with real-time filters and reporting

### Get Started

 Schedule a Free IT Consultation or Solution Review today.

 [www.yaqeentech.com](http://www.yaqeentech.com)

 1-800-988-8757

 [contact@yaqeentech.com](mailto:contact@yaqeentech.com)



## Pricing Tiers

Tier	Price (per minute)	Monthly Minutes Included	Features Included
Starter Minutes	\$0.15	Up to 10,000	Compliance scoring, summaries, dashboards
Growth Minutes	\$0.14	10,001 – 50,000	Starter features plus coaching insights and CRM integration
Enterprise Minutes	\$0.13	50,001+	Growth features plus SLA, multilingual support, redaction, APIs, private tenant

## Who It's For



## About Yaqeen Technology

- ✓ Trusted partner for regulated, mission-critical enterprises
- ✓ AWS Advanced Tier Partner delivering scalable, secure solutions
- ✓ Global presence with proven enterprise-grade delivery
- ✓ Deep Public Sector expertise driving compliance and innovation
- ✓ Leaders in GenAI, ML, Automation, and Secure SaaS
- ✓ Proudly Minority- and Women-Owned Business



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