

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



Script adherence, regulatory compliance, and risk scoring



Self-service prompt management for business teams



Customer sentiment analysis and escalation alerts



Script adherence, regulatory compliance, and risk scoring



Customizable QA dashboard with real-time filters and reporting

Get Started

 Schedule a Free IT Consultation or Solution Review today.

 www.yaqeentech.com

 1-800-988-8757

 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



Collections
Agencies



Healthcare
Call Centers



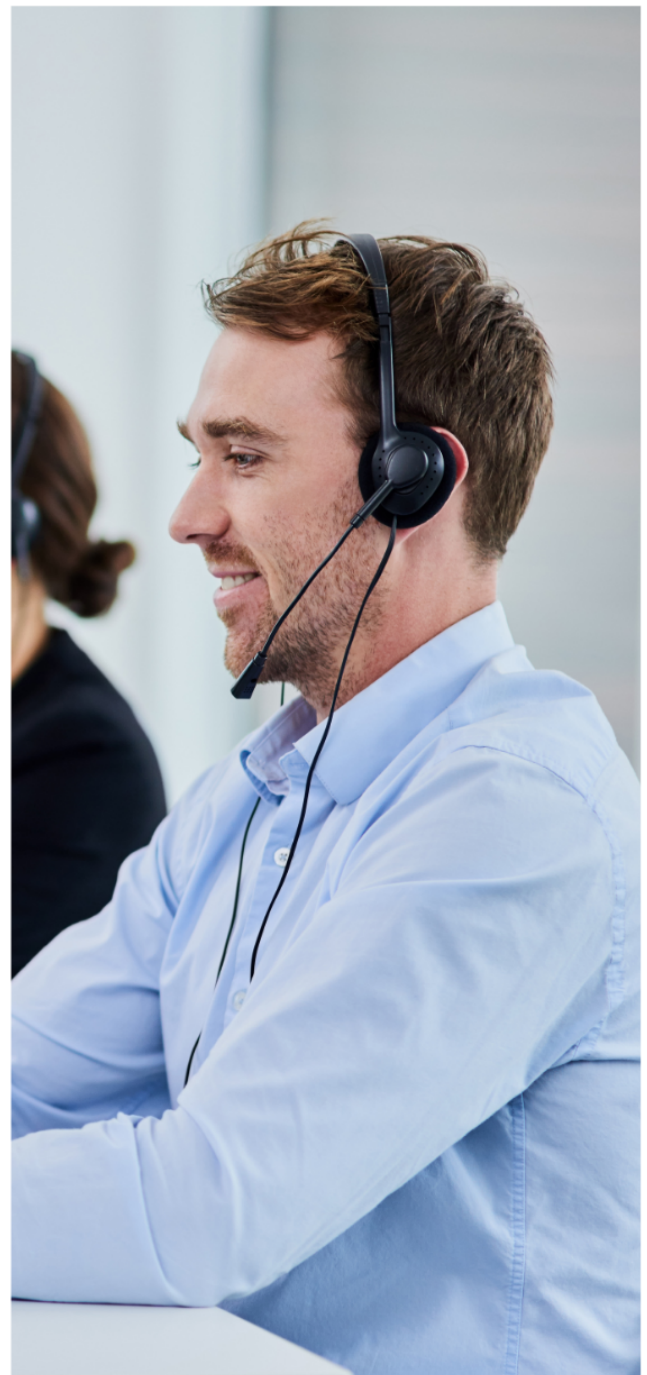
Financial
Institutions



Customer
Support BPOs

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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