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Evaluation Details

|                  |                   |               |                               |                     |
|------------------|-------------------|---------------|-------------------------------|---------------------|
| <b>EDIT MODE</b> | <b>Agent:</b>     | [Form Design] | <b>Evaluation Start Time:</b> | 10/15/2008 11:48 AM |
|                  | <b>Group:</b>     | [Form Design] | <b>Evaluation End Time:</b>   | IN PROGRESS...      |
|                  | <b>Evaluator:</b> | [Form Design] | <b>Interaction Date:</b>      | N/A                 |

## Scores:

|   |                        |
|---|------------------------|
| <b>Overall Score:</b>   | <b>40/115 (34.78%)</b> |
|  Greeting                        | 5/5 (100%)             |
|  Procedural Requirements         | 10/10 (100%)           |
|  Communication                   | 5/35 (14.29%)          |
|  Listening                       | 0/10 (0%)              |
|  Empathy                         | 0/10 (0%)              |
|  Upsell                          | 0/10 (0%)              |
|  Problem Assessment & Resolution | 15/30 (50%)            |
|  Call Handling                   | 5/5 (100%)             |

## Evaluation Comments:

No Comments Available

**Call Segment: Introduction, Score: 10/30 (33.33%)**

Question: Did the call center agent greet the caller and clearly identify themselves and the company?

Answer: Yes No

Competency: Greeting

Score: 5/5 (100%)

Question: Did the call center agent verify and update customer information?

Answer: Yes No

Competency: Procedural Requirements

Score: 5/5 (100%)

Question: How effectively did the agent incorporate the script into their style, following the guidelines, but also sounding natural ?

Answer: Excellent Very Good Good Fair Poor Choose One

Competency: Communication

Score: 0/10 (0%)

Question: How attentive was the agent with listening to the customer? (10 = Excellent, Poor = 0)

Answer: 0 1 2 3 4 5 6 7 8 9 10

Competency: Communication

Score: 0/10 (0%)

**Call Segment: Customer Service Criteria, Score: 5/45 (11.11%)**

Question: Did the agent refer to the customer as "Mr...", "Miss...", "Sir" or "Mam"?

Answer: Yes No

Competency: Communication

Score: 5/5 (100%)

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Question: How attentive was the agent in listening to the customer?

Answer: Choose One Very Good Good Fair Poor

Competency: Listening

Score: 0/10 (0%)

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Question: How well did the agent speak at an understandable rate and sound positive and upbeat?

Answer: 0 1 2 3 4 5 6 7 8 9 10

Competency: Communication

Score: 0/10 (0%)

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Question: How well did the agent seem to empathize with the customer

Answer: Choose One Excellent Very Good Good Fair Poor

Competency: Empathy

Score: 0/10 (0%)

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Question: Was the agent able get an order for the new promotion?

Answer: Choose One Yes No

Competency: Upsell

Score: 0/10 (0%)

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### Call Segment: Problem Identification, Score: 15/25 (60%)

Question: How effectively did the agent use probing questions to identify the customer's problems?

Answer: Choose One Excellent Good Fair Poor

Competency: Problem Assessment & Resolution

Score: 0/10 (0%)

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Question: If the agent had to put the customer on-hold, did they come back after 45 seconds and thank them for being patient and could continue to keep holding?

Answer: Yes No

Competency: Call Handling

Score: 5/5 (100%)

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Question: Did the agent offer all possible solutions before scheduling an escalation call back?

Answer: Yes No

Competency: Problem Assessment & Resolution

Score: 10/10 (100%)

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### Call Segment: Conclusion, Score: 10/15 (66.67%)

Question: Did the agent thank the customer and ask if there was anything else they could help them with?

Answer: Yes No

Competency: Problem Assessment & Resolution

Score: 5/5 (100%)

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Question: Did agent review the call and get customers approval of call's resolution?

Answer: No Yes

Competency: Problem Assessment & Resolution

Score: 0/5 (0%)

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Question: Did agent thank the customer for their business?

Answer: Yes No

Competency: Procedural Requirements

Score: 5/5 (100%)

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