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Evaluation Details

EDIT MODE	Agent:	[Form Design]	Evaluation Start Time:	10/15/2008 11:49 AM
	Group:	[Form Design]	Evaluation End Time:	IN PROGRESS...
	Evaluator:	[Form Design]	Interaction Date:	N/A

Scores:

Overall Score:	80/80 (100%)
 Communication	30/35 (85.71%)
 Compliance	5/5 (100%)
 Listening	5/5 (100%)
 Empathy	5/5 (100%)
 Problem Assessment & Resolution	20/20 (100%)
 Procedural Requirements	5/0 (bonus)
 Call Handling	10/10 (100%)

Evaluation Comments:

No Comments Available

Call Segment: Greeting, Score: 20/20 (100%)

Question: The agent clearly identified themselves and the company upon greeting customer.

Answer: Yes No

Competency: Communication

Score: 5/5 (100%)

Question: The agent verified and updated the customer's identification.

Answer: Yes No

Competency: Communication

Score: 10/10 (100%)

Question: Was the customer alerted that the call was being recorded?

Answer: Yes No

Competency: Compliance

Score: 5/5 (100%)

Call Segment: Customer Service, Score: 20/25 (80%)

Question: Agent listened attentively to the customer's needs without interruption.

Answer: Excellent Good Fair Poor Very Poor

Competency: Listening

Score: 5/5 (100%)

Question: Agent spoke at a comfortable and understandable rate.

Answer: Excellent Good Fair Poor

Competency: Communication

Score: 5/5 (100%)

Question: Agent used appropriate vocabulary free of slang or jargon.

Answer: Excellent Good Fair Poor

Competency: Communication

Score: 5/5 (100%)

Question: Agent empathized with the customer and apologized for any inconvenience

Answer: Excellent Good Fair Poor

Competency: Empathy

Score: 5/5 (100%)

Question: Did the Agent use any profanity?

Answer: Choose One Yes No

Competency: Communication

Score: 0/5 (0%)

Call Segment: Problem Identification, Score: 20/15 (133.33%)

Question: Agent used probing questions to identify the customer's problem.

Answer: Excellent Good Fair Poor

Competency: Problem Assessment & Resolution

Score: 5/5 (100%)

Question: Agent effectively identified and rephrased the customer's issue.

Answer: Excellent Good Fair Poor

Competency: Problem Assessment & Resolution

Score: 5/5 (100%)

Question: Agent asked for permission before placing customer on hold.

Answer: Yes No

Competency: Procedural Requirements

Score: 5/0 (bonus)

Question: Agent serviced on-hold customer every minute.

Answer: Yes No

Competency: Call Handling

Score: 5/5 (100%)

Call Segment: Conclusion, Score: 20/20 (100%)

Question: Agent reiterated resolution and gave customer their confirmation number.

Answer: Yes No

Competency: Problem Assessment & Resolution

Score: 5/5 (100%)

Question: Agent asked if there were any other matters he/she could assist customer with.

Answer: Yes No

Competency: Call Handling

Score: 5/5 (100%)

Question: Agent ensured that customer was completely satisfied with the resolution.

Answer: Yes No

Competency: Problem Assessment & Resolution

Score: 5/5 (100%)

Question: Agent showed appreciation for the customer's business on behalf of the company

Answer: Yes No

Competency: Communication

Score: 5/5 (100%)
