

Contact Centre Call Monitoring Form

Name: _____ **Date of the call:** 25-Apr-11
Evaluator: _____ **Evaluation date:** 26-Apr-11
Skill: Membership **Time of the call:** 2:25 PM
Language: English **Call Length (sec):** 189
Evaluation Type: Recording **Member #:** 123456
Week Number: 18 **Case #:** 789456
Agent Type: Regular **FCR:** Yes

Score	Points	Bonus Points
Below	1	
Bonus	2	1
Met	2	
n/a	0	
No	1	
Yes	2	

No	Category	Question	Scale	Score	Category Weight	Question Weight	Points	Min Points	Max Points	# Critical Errors	Bonus Points	Comments
1	Greeting	Did the agent use Q-appropriate greeting?	Yes/ No	Yes	4.50%	4.50%	0.90	0.45	0.90			
2	Verify customer information	Did the agent identify correct customer in PeopleSoft? -C	Yes/ No	Yes	10%	4.00%	0.80	0.40	0.80			
3	Verify customer information	Did the agent confirm address information (as required) -C	Yes/ No	Yes	10%	3.00%	0.60	0.30	0.60			
4	Verify customer information	Did the agent confirm email?	Yes/ No	Yes	10%	3.00%	0.60	0.30	0.60			
5	Effective call management	Listening skills?	Met Standard/ Below Standard	Met	25%	5.00%	1.00	0.50	1.00			
6	Effective call management	Probing skills to determine root cause?	Met Standard/ Below Standard	Bonus	25%	5.00%	1.00	0.50	1.00		0.50	
7	Effective call management	Gaining agreement on the reason for the call?	Met Standard/ Below Standard	Met	25%	5.00%	1.00	0.50	1.00			
8	Effective call management	Clear and confident explanation?	Met Standard/ Below Standard	Met	25%	5.00%	1.00	0.50	1.00			
9	Effective call management	Appropriate pace?	Met Standard/ Below Standard	Below	25%	5.00%	0.50	0.50	1.00			
10	Accurate information	Correct information provided? - C	Met Standard/ Below Standard	Met	30%	7.50%	1.50	0.75	1.50			
11	Accurate information	In line with policies and procedures? - C	Met Standard/ Below Standard	Met	30%	7.50%	1.50	0.75	1.50			
12	Professionalism	Was agent courteous?	Met Standard/ Below Standard	Met	16%	4.00%	0.80	0.40	0.80			
13	Professionalism	Did agent display willingness to help?	Met Standard/ Below Standard	Met	16%	4.00%	0.80	0.40	0.80			
14	Professionalism	Did agent use appropriate professional language?	Met Standard/ Below Standard	Met	16%	4.00%	0.80	0.40	0.80			
15	Professionalism	Enunciate clearly?	Met Standard/ Below Standard	Met	16%	4.00%	0.80	0.40	0.80			
16	Accurate information	Correct system input entered?- C	Met Standard/ Below Standard	Met	30%	7.50%	1.50	0.75	1.50			
17	Accurate information	Correct output produced? MU, letter..- C	Met Standard/ Below Standard	Met	30%	7.50%	1.50	0.75	1.50			
18	Correct PS documentation	Case/task description easy to understand?	Met Standard/ Below Standard	Met	10%	5.00%	1.00	0.50	1.00			
19	Correct PS documentation	Correct case/task classification	Yes/No	No	10%	5.00%	0.50	0.50	1.00			
20	Call Close	Appropriate wrap-up or next-steps?	Met Standard/ Below Standard	Met	4.50%	4.50%	0.90	0.45	0.90			
				95.0%	100%	100%	19.00	10.00	20.00	0	0.50	

Overall Rating

Met Standard

Comments: