



SmartEvaluate

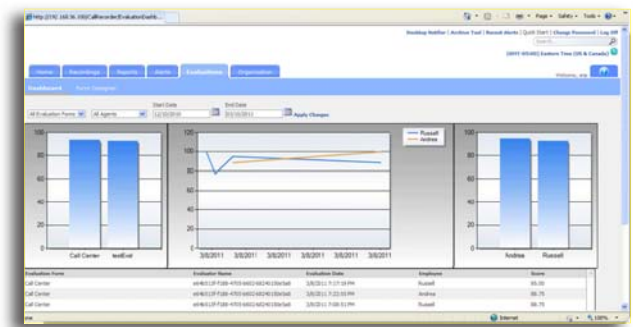
Improve the Performance of Your Call Handlers with SmartEvaluate



SmartEvaluate provides managers and administrators with tools for creating custom evaluation forms that may be applied against audio and screen recordings to grade and evaluate agents and employees. Results from these evaluations will be provided in the form of special evaluation reports, charts, dashboards and export formats.

Call Handler evaluations provide managers of phone based teams with the ability to easily create evaluations that can be applied to recordings. The evaluations tool is used by various entities for many functions including:

- Training
- Performance Monitoring
- Script development and adherence monitoring
- Process adherence



The Evaluations Dashboard provides you with a real-time view of evaluations data including information about the most frequently used evaluations, which agents are being evaluated, the agents average confidence score, the average confidence score of the evaluations being used, etc. The dashboard is divided into four distinctive panes that give you a pictorial and data overview of how the evaluations are being used: Average Score by Evaluation Form, Agent Trend, Average Score by Agent, and the Call Evaluation Grid.

Customer Support Evaluation

Evaluator Name: Hope Summers
 Evaluation Date: 4/13/2011 2:27 PM
 Call Date: 12/4/2011 5:47 PM
 Employee: Elizabeth Braddock
 Score: 59.00

Play Screen Recording

Question: Was the appropriate greeting given with an inviting tone?
 Response: Strongly Agree
 Points: 5 / 5
 Comment:

Question: Did the agent use active listening skills and tailor the call to the client?
 Response: Strongly Agree
 Points: 5 / 5
 Comment:

Question: Did the agent advise the client that they would be put on hold or transferred?
 Response: N/A
 Points:

Use Case for SmartEvaluate

Mary is the help desk manager. She must be able to provide feedback or evaluate her agent's calls and their ability to resolve customer issues. Mary can create evaluations that meet her needs from the Evaluations tab and apply those evaluations to the recorded calls from the Recorded Calls screen.