**Call Monitoring Evaluation Form PDF**



**Agent Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Date: \_\_\_\_\_\_\_\_\_\_\_\_
Evaluator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Evaluation Criteria**

* Greeting (Did the agent use an appropriate and friendly greeting?)
* Professionalism (Was the agent professional throughout the call?)
* Call Handling (Did the agent handle the call efficiently?)
* Product Knowledge (Was the agent knowledgeable about the product/service?)
* Resolution (Did the agent resolve the query/complaint?)
* Closing (Did the agent close the call properly?)

**Comments:**

**Overall Score: \_\_\_\_\_\_\_/6**