

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