Call Monitoring Form Template

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### Call Information

* Agent Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Call Date: \_\_\_\_\_\_\_\_\_\_\_\_
* Duration: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Evaluation Areas

* **Courtesy**
  + Excellent
  + Good
  + Satisfactory
  + Needs Improvement
* **Communication Skills**
  + Excellent
  + Good
  + Satisfactory
  + Needs Improvement
* **Problem Solving**
  + Excellent
  + Good
  + Satisfactory
  + Needs Improvement
* **Follow-Up**
  + Required
  + Not Required

**Evaluator's Comments:**

**Final Rating:** \_\_\_\_\_\_\_