**Call Quality Monitoring Form Template**

**Agent Information

Agent Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of Evaluation: \_\_\_\_\_\_\_\_\_\_\_\_
Evaluator Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

| **Criteria** | **Excellent** | **Good** | **Needs Improvement** | **Comments** |
| --- | --- | --- | --- | --- |
| **Greeting** | [ ] | [ ] | [ ] |  |
| **Listening Skills** | [ ] | [ ] | [ ] |  |
| **Response Accuracy** | [ ] | [ ] | [ ] |  |
| **Call Control** | [ ] | [ ] | [ ] |  |
| **Professionalism** | [ ] | [ ] | [ ] |  |
| **Resolution Efficiency** | [ ] | [ ] | [ ] |  |
| **Closure** | [ ] | [ ] | [ ] |  |

**Overall Impressions and Recommendations:**

**Evaluator's Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_**