

Call Quality Appeals Process

Purpose

This process gives agents and leads the ability to have an evaluated call reviewed for scoring accuracy. There is no guarantee the score will be changed.

Process

Note: This is for calls evaluated on or after 10/1/21

1. The agent listens to a call that has been evaluated in the past 72 hours.
2. The agent notifies their lead via the Slack workflow in the #quality-reviews channel; the lead will review the call.
 - a. **Leads:** You will receive a notification when a workflow is submitted, but you can also find it in the Workflow History spreadsheet
3. **It is ultimately the lead's decision to start the appeals process.** If, after listening to the call, the lead believes an appeal should be made, the agent can submit the appeal via RingCentral (process listed below).
 - a. It is important to provide as much information as possible when submitting an appeal. If you found something that supports your appeal, please enter where you found it.
4. The appeal will be reviewed within 72 hours by the evaluator
5. You will receive a notification when your appeal has been reviewed. The Evaluator will leave notes as to why they did / did not change the score.

FAQ

Q: How many evaluations can agents appeal?

A: The Call Quality team does not want to limit this. If an agent is submitting appeals that result in a score being changed, then that's an evaluator issue that will be coached. If the agent is submitting appeals that **do not** result in a score being changed, that's a discussion for the lead and agent to have.

Q: Is there a time limit on when an agent can request an appeal?

A: The goal of a quality evaluation is to locate opportunities to improve and set you up for success within 72 hours of an incident. We also want to address any opportunities to improve for the evaluator as quickly as possible. Please submit any appeal requests to your lead within 72 hours so we can review and address as needed with the evaluator within 7 days.

Questions

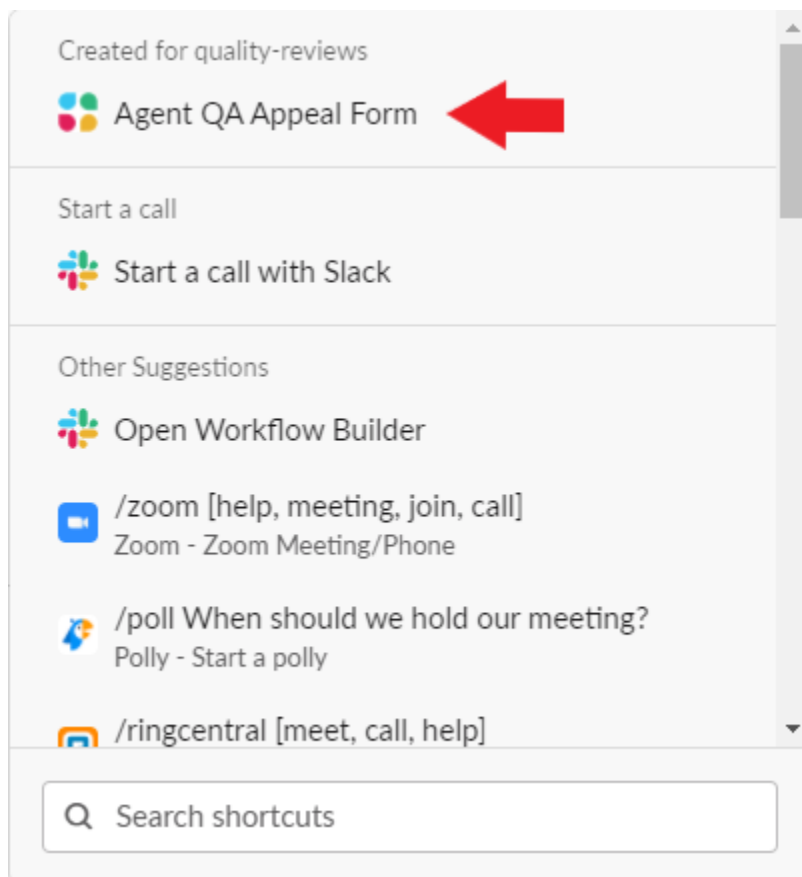
If you have questions about the appeals process or the status of an appeal, please speak with your lead

Submitting the Slack Workflow

In the #quality-reviews channel, click the lightning icon



Select the workflow



Fill out the workflow form and click “Submit”

Note: Provide as much detail as possible! You can use this information later when submitting the appeal in RingCentral.



Appeal Request Form



Agent Name:

Team Lead Name:



Interaction Date:

Evaluation Date:

Score:

Reason for re-evaluation:

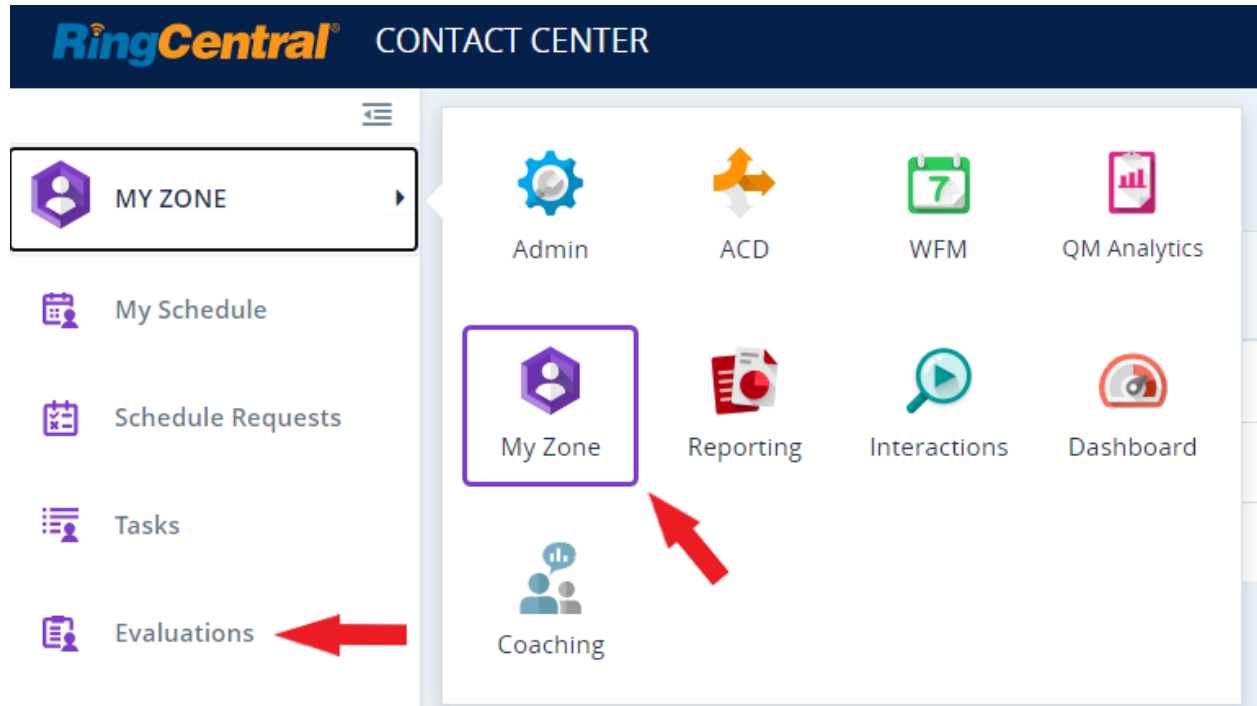
Close

Submit

Submitting the Appeal in RingCentral




Note “Appeals” are also known as “Challenges” in RingCentral.

Click on “My Zone” and then “Evaluations”



Click the evaluation you want to appeal

Note: If only one window pops up, you will have to “always allow” popups from RingCentral. For more information, see [this link](#).

2 evaluations 									
TYPE	EVALUATION TYPE	FORM NAME	INTERACTION DATE	DURATION	REMAINING DAY!	EVALUATED ON	SCORE	STATUS	
	Standard	Appeals Test	Jun 18, 2021 ...	00:02:23	60d	Sep 27, 2021 ...	93.48		New

Click the “Request Review” Button

<SCORECARD PHOTO>





Enter the reason why you are appealing, and click Submit.

Note: Provide as much detail as possible. If you found your answer in a manual, notate what page.

The screenshot shows a Google Chrome browser window with the address bar displaying `na1.nice-incontact.com/qm/#/formExecutor?workFlowInstanceId=MTFIYzFmZGMt...`. A modal dialog titled "Request Review" is open, featuring a close button (X) in the top right corner. Inside the modal, a red asterisk icon is followed by the text "Required". Below this is a large, empty text input area. At the bottom right of the input area, the text "250 Characters" is displayed. At the bottom of the modal, there are two buttons: "Cancel" and "Submit". Below the modal, on the main page, there are three buttons: "Close", "Request Review", and "Acknowledge".

Completed Appeal Screenshots

Once complete, your challenged evaluation will show “Review Complete”

STATUS	
	New
	Challenged
	Challenged
	Review Completed



The evaluation will contain notes from the evaluator:

Agent Request Reason: [REDACTED]

Evaluator Review Summary: [REDACTED]