## Evaluation Form - P , R - 2024-02-01 10:44:38

| Agent Login Id  | 1000                | Agent Name      | P,R                 | Agent Group | R_Group     |
|-----------------|---------------------|-----------------|---------------------|-------------|-------------|
| Track Number    | 1-001705582741.9    | Phone Number    | 5600                | Queue       | R_outbound_ |
| Call Time       | 2024-01-18 07:59:16 | Wait Time       | 00:00:00            | Call Length | 00:00:05    |
| Supervisor Name | bm01                | Evaluation Time | 2024-02-01 10:44:38 |             |             |

| Feedback              | Score |       |     |     |
|-----------------------|-------|-------|-----|-----|
| About product         | 1.0   |       |     |     |
| About Quality         | 1.0   |       | 6.0 | 1.0 |
| Customer Phone number | 1.0   | 600.0 |     |     |
| Customer Address      | 1.0   | 600.0 |     |     |
| Overall Call Qaulity  | 1.0   |       |     |     |
| Overall call          | 1.0   |       |     |     |
| First call resolution |       |       |     |     |
| Product upgrade       |       |       |     |     |
| Followed script       |       |       |     |     |
| Comments              |       |       |     |     |