

CCS Quality Evaluation Form

Agent Name:

Call Date:

Evaluator Name:

Evaluation Date:

Phone Call Evaluation (52 Pts)				Chat Evaluation (48 Pts)				
Section 1: Opening (7 points)		Pts	Score	Section 1: Opening (10 points)		Pts	Score	TOTAL
Used approved greeting	2	<input type="text"/>		Acknowledge messaged received	5	<input type="text"/>		
Obtained Account Details/Tech ID	5	<input type="text"/>		Responded timely	5	<input type="text"/>		
Comments:								
Section 2: Account Handling (5 points)			Score				Score	TOTAL
Efficient use of tools	5	<input type="text"/>		Efficient use of tools	5	<input type="text"/>		
Comments:								
Section 3: Issue Resolution (29 points)			Score	Section 3: Issue Resolution (29 points)			Score	TOTAL
Correctly resolved account issue	10	<input type="text"/>		Correctly resolved account issue	10	<input type="text"/>		
Followed correct call escalation process	2	<input type="text"/>		Followed correct call escalation process	2	<input type="text"/>		
Used proper Hold procedure	2	<input type="text"/>		Used proper Hold procedure	2	<input type="text"/>		
Obtained proper approval	5	<input type="text"/>		Obtained proper approval	5	<input type="text"/>		
Resolved all other pending cases	10	<input type="text"/>		Resolved all other pending cases	10	<input type="text"/>		
Comments:				Comments:				
Section 4: Product Knowledge (2 points)			Score	Section 4: Product Knowledge (2 points)			Score	TOTAL
Gave Accurate Information	2	<input type="text"/>		Gave Accurate Information	2	<input type="text"/>		
Comments:				Comments:				
Section 5: Communication Skills (2points)			Score	Section 5: Communication Skills (2 points)			Score	TOTAL
Demonstrated professional Etiquette	2	<input type="text"/>		Demonstrated professional Etiquette	2	<input type="text"/>		
Comments:				Comments:				
Section 6: Closing (5 points)			Score	Section 6: Closing (5 points)			Score	TOTAL
Properly closed call	2	<input type="text"/>		Confirmed completed task	5	<input type="text"/>		
Comments:								

Other Observations

EVALUATION TOTAL

Agent Signature:

Coaching Date: