Upon submission

The QA results are listed on

the following screen.

	QA Results											Filter	CSV	List	Reports

Call Date	User	Talk Time	Opening	Listening	Proactive	Resolution	Holding	Closing	Total Score	Supervisor	Created On
17 Nov 2021 10:59	test	0:52	100 %	70 %	100 %	60 %	100 %	100 %	79 %	test	17 Nov 2021 11:40

1 - 1 of 1

To view QA results details you can just click on the list ITEM.

Question	User Response	Our Comments
Did you successfully Create a QA survey.	Tick where appropriate ✓ YES ☐ NO	
Did you successfully View QA survey.	Tick where appropriate ✓ YES ☐ NO	
Comments	Write your comments if Any	You can give us some feedback on any improvments you would wish to have in the next system upgrades.
Indicate your details	ⓘ Your Names Joachim Kamau ⓘ Your signature. _J_	