

# Call Center Agent Evaluation Form

This form is designed for quality assurance monitoring. Please complete all evaluation criteria sections for the selected recorded call.

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## General Information

Agent Name:  Evaluator Name:   
Date of Evaluation:  Date of Call:   
Call ID / Reference Number:  Campaign / Queue:

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## Evaluation Criteria

Rate each criteria on a scale of 1 to 5 (1 = Poor, 5 = Excellent) and provide specific notes.

Performance Category	Score (1-5)	Comments / Observations
<b>1. Professional Greeting &amp; Identity Verification</b> Used the standard company greeting, verified the customer's identity securely, and established rapport.	<input type="text"/>	<input type="text"/>
<b>2. Communication Skills &amp; Tone</b> Spoke clearly, maintained an appropriate pace, used professional vocabulary, and avoided jargon.	<input type="text"/>	<input type="text"/>
<b>3. Active Listening &amp; Empathy</b> Demonstrated understanding, did not interrupt the customer, and acknowledged customer concerns.	<input type="text"/>	<input type="text"/>
<b>4. Problem Solving &amp; Product Knowledge</b> Provided accurate information, diagnosed the issue correctly, and offered an effective resolution.	<input type="text"/>	<input type="text"/>
<b>5. Process &amp; Compliance</b> Followed correct system procedures, documented notes accurately, and adhered to security guidelines.	<input type="text"/>	<input type="text"/>
<b>6. Call Closing &amp; Wrap-up</b> Confirmed customer satisfaction, offered additional help, and closed the call professionally.	<input type="text"/>	<input type="text"/>

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## Evaluation Summary

Total Evaluation Score:   
Key Strengths:   
Areas for Improvement:   
Action Plan & Next Steps:

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## Signatures

By signing below, the agent and evaluator acknowledge that this performance review has been discussed.

Agent Signature:  Date:   
Evaluator Signature:  Date: