



Agent Evaluation

Easy to tailor performance evaluations make quality reviews fast, transparent and supportive



All inclusive contact centre tech

Liberty Converse brings you all the functionality that you need, not only for all contact handling, but to manage your agents effectively as well. Engaged agents give an improved customer experience - take a look at the Converse features which enable you to evaluate your agents' performance.

Weighted scorecards

Scorecards are used to support agent assessment. They can be created to assess different media, queue or skill types.

You are able to configure each scorecard into sections. This helps to identify key areas of agent performance such as:

- ✓ Interaction opening
- ✓ Interaction handling
- ✓ Interaction end
- ✓ Agent soft skills
- ✓ Compliance

Each section can be rated and weighted for a total score. More important sections can score higher point values than others. The total weighting of 100% produces the final score.

Question types

There are two question types, both allow for supervisors or agents to add comments. Similar questions can be used for the same service across all media.

- A matrix question: these are used for a list of questions with the same answer options, such as yes or no.

Interaction Opening 20%				
Did the agent	Yes to all	Yes to some	No	N/A
follow the correct inbound interaction opening script?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
follow the correct account verification script?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
follow the correct customer information script?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
follow the correct outbound opening call script	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

- Add comment

- A multiple-choice question: these allow for single questions with differing answers

Interaction Handling 40%			
Did the agent handle the customer request appropriately?			
<input type="radio"/> Yes	<input type="radio"/> Needs Improvement	<input type="radio"/> No	
<small>- Comments inserted here</small>			
Did the agent follow proper procedure for transferring the call?			
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	
<small>- Comments inserted here</small>			

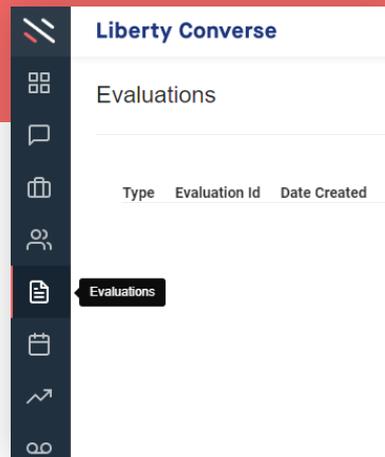
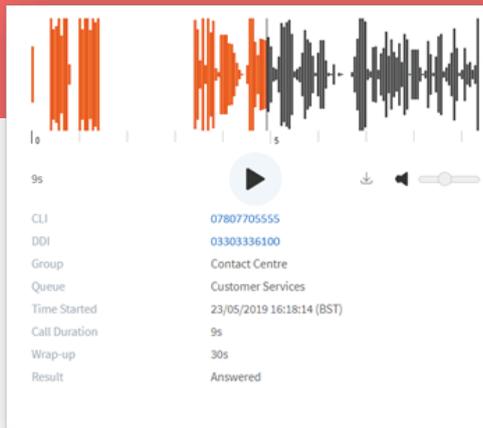
Features at a glance:

- Uses Liberty's own call recording and multimedia interaction data
- Single Liberty User Interface for administration, evaluation, scoring and review
- Comprehensive review by agent, media and customer journey
- Full native support for voice, email, chat and social
- User configurable form designer
- Liberty agent scorecard dashboards and reports



Benefits at a glance:

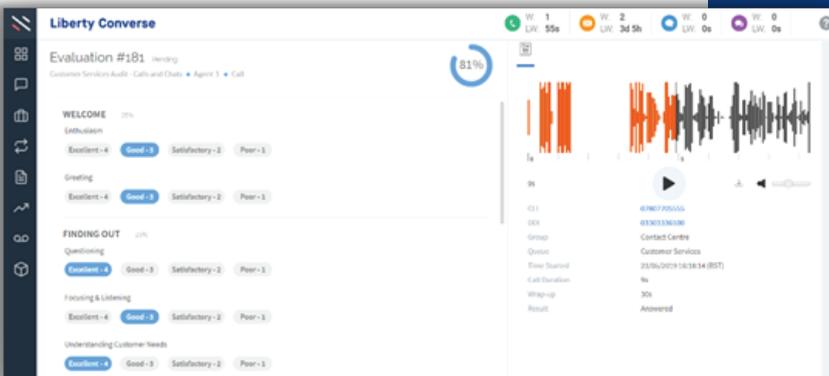
- | An objective transparent system for driving continuous improvement
- | Easy to implement and flexible to ongoing change
- | Easy and simple agent involvement
- | Tailored by you to your exact needs
- | Weighting gives focus on priority areas



Outcomes

The total score is updated in real-time.

The centre can make the choice to enable agents to self-evaluate. Sharing quality objectives that can drive faster outcomes.



How it works

- The supervisor (or quality evaluator) pulls the interactions to be scored.
- The interaction is reviewed and scored following the relevant scorecard. For example, an email scorecard for complaints or a phone scorecard for complaints
 - The evaluated scorecard is sent to the agent for review
 - The agent reviews the evaluation and can add comments
 - The evaluator reviews the comments and either discusses these further or marks the evaluation complete

Quality in progress

Management are able to check on the quality monitoring progress. The onscreen report shows details of the progress of each evaluation:

- **Pending** - the evaluation has not been completed by the evaluator
- **In Progress** - the evaluation has been partly completed by the evaluator
- **Under Review** - the evaluation has been sent to the agent and is awaiting their comments and acknowledgement
- **Acknowledged** - the evaluation has been acknowledged by the agent and is waiting for the evaluator to review the comments and either comment further or complete the evaluation
- **Completed Evaluations** - disappear from this screen

Completed evaluation results are available in reports, supporting trend tracking on quality improvement KPIs.

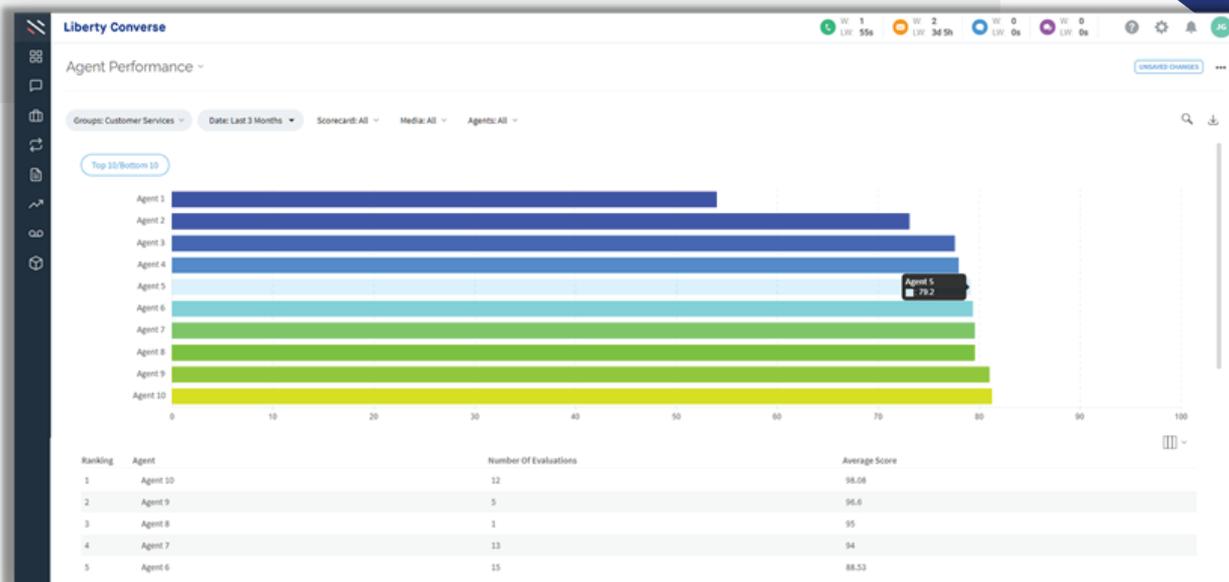




Continuous improvement

Management can use Dashboard widgets to display the relative ranking of each agent's performance. You are able to organise the reporting as its meaningful for you, such as to:

- Use line graphs or other visuals
- Drill down into the statistics and highlight training needs or trends



See the full picture

See for yourself how easy it is to tailor performance evaluations and to make quality reviews fast, transparent and supportive.

Our complete contact centre solution lets you track and manage agent performance, connect all of your communication channels and create seamless customer journeys. Book a demo to let us show you how.

Talk to us.

Contact us today for a demo visit
netcall.com

Or call us on **0330 333 6100** and say
"Transforming Engagement"

