

Quality Management - Evaluations

Access Interactions

1. Click **Interactions** icon in the navigation pane
2. Set **Filters**
3. Click **Search**

INTERACTION TYPE	AGENT NAME	INTERACTION DURATION	MAIN GROUP	INTERACTION DIRECTION	AGENT SUPERVISOR
🔊	Amit Driver	00:00:48	US Service	✓	N/A
🔊	Amit Driver	00:02:09	US Service	✓	N/A
🔊	Min Rachet	00:00:39	UK Service	✓	N/A
🔊	Windy Rhodes	00:01:54	UK Service	✓	N/A
🔊	Windy Rhodes	00:00:19	UK Service	✓	N/A
🔊	Windy Rhodes	00:01:48	UK Service	✓	N/A

COMPLETED DATE	SCORE	EVALUATOR
06/20/2019 11:0...	15.48%	Ronda Parts

Evaluate an Interaction

1. Click on a interaction in the **Interactions** tab
2. In the pop-up, scroll to the **Evaluations** section
3. Click **Evaluate interaction**. Interactions can be evaluated by more than one supervisor (score is normalized)

Search Evaluations

1. Click the **Search Evaluations** icon in the navigation pane
2. Set **Filters**
3. Click **Search**
4. Results appear below. Click on an entry to see more detail and access attachments associated with the evaluation

EVALUATION DATE	INTERACTION DATE	EVALUATION OVERALL SCORE	AGENT NAME	EVALUATOR	MAIN GROUP	AGENT SUPERVISOR
06/20/2019 02:35 PM	06/19/2019 04:28 PM	72.41%	Amit Driver	Ronda Parts	US Service	N/A
06/20/2019 02:15 PM	06/19/2019 04:32 PM	59.77%	Amit Driver	Ronda Parts	US Service	N/A
06/20/2019 01:59 PM	06/17/2019 12:28 PM	62.07%	Harvey Clutch	Ronda Parts	UK Service	N/A
06/20/2019 01:58 PM	06/17/2019 02:35 PM	77.01%	Harvey Clutch	Ronda Parts	UK Service	N/A
06/20/2019 01:53 PM	06/17/2019 03:35 PM	57.47%	Harvey Clutch	8x8 Academy - X...	UK Service	N/A
06/20/2019 01:50 PM	06/17/2019 03:42 PM	77.01%	Harvey Clutch	8x8 Academy - X...	UK Service	N/A