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|  |  |  |  |  |  |  |  |
|  | **CALL CENTER EMPLOYEE EVALUATION** | | | | | |  |
|  |  |  | A call center employee evaluation is an opportunity to analyze goals, objectives and results with an agent. Customer service requirements are at an all-time high. As people adopt digital channels, your customer service team must deliver. Customer service performance evaluations allow agents to understand what they are doing well and what areas need improvement. | | | |  |
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|  |  |  |  |  |  |  |  |
|  | **Customer Satisfaction Score (CSAT)** | | | |  | **9** |  |
|  | How satisfied customers are with their experience on a 1-10 scale. | | | |  | **(1-10)** |  |
|  |  |  |  |  |  |  |  |
|  | **Average Speed of Answering (ASA)** | | | |  | **15** |  |
|  | How quickly call center agents answer the phone. | | | |  | **(sec)** |  |
|  |  |  |  |  |  |  |  |
|  | **First Call Resolution (FCR)** | | | |  | **80** |  |
|  | Whether call center agents were able to resolve a customer issue during one call, or if multiple calls were necessary. | | | |  | **(%)** |  |
|  |  |  |  |  |  |  |  |
|  | **Average Handling Time (AHT)** | | | |  | **385** |  |
|  | How long it takes to resolve a customer call. | | | |  | **(sec)** |  |
|  |  |  |  |  |  |  |  |
|  | **Average Idle Time (AIT)** | | | |  | **120** |  |
|  | How many seconds an agent takes to resolve an issue after wrapping up a customer call. This includes inputting information and necessary details after taking a customer call. | | | |  | **(sec)** |  |
|  |  |  |  |  |  |  |  |
|  | **Average After Call Work Time** | | | |  | **40** |  |
|  | Another term for Average Idle Time and measures the same steps an agent takes to input information after a call. | | | |  | **(sec)** |  |
|  |  |  |  |  |  |  |  |
|  | **Average Abandonment Rate (AAR)** | | | |  | **2** |  |
|  | Tracks if a customer call is ended prematurely, or if the customer hangs up during an interaction. | | | |  | **(%)** |  |
|  |  |  |  |  |  |  |  |
|  | **Customer Effort Score (CES)** | | | |  | **8** |  |
|  | How easy the call center was to work with from the customer’s perspective. | | | |  | **(1-10)** |  |
|  |  |  |  |  |  |  |  |
|  | **Net Promoter Score (NPS)** | | | |  | **8** |  |
|  | How likely is it that your customers will recommend you to their friends? | | | |  | **(1-10)** |  |
|  |  |  |  |  |  |  |  |
|  | **Revenue Per Successful Call** | | | |  | **120** |  |
|  | Revenue gained from a customer call | | | |  | **($)** |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | SUMMARY FOR AGENT | | **FEDERICO GARCIA** | | |  |  |
|  |  |  |  |  |  |  |  |
|  | Federico shows the ability to juggle multiple tasks while he is talking to clients. He is a team player and keeps his emotions in check, whether he is dealing with a friendly caller or someone who becomes highly irate. He is also great at solving any problem that comes up. He is the type of agent that will never sacrifice quality of customer support for speed. | | | | | |  |
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