



# CT Agent Evaluator

## When you need to know how your agents perform

### CT Agent Evaluator

- ✓ Evaluations are often subjective. CT Agent Evaluator is a means to obtain more objective and qualitative evaluations.

REALCONNECT'S CT AGENT EVALUATOR is a standard option shipped with CT LOGGER. This add-on feature enables the user to create agent evaluation forms, perform initial evaluations based on recordings of agents, perform re-evaluation of evaluations and extract reports of evaluations. The purpose of this is to assist with staff training and performance appraisals.

CT AGENT EVALUATOR has been developed to satisfy the basic needs of the modern organisation. The product is versatile enough for many users yet easy to use. The fact that the user only needs intraweb access to use it makes it particularly easy to roll out to supervisors' workstations.

### Main Features

- Browser based.
- Organised in sections.
- Create forms according to your requirements..
- Question Responses:
  - Yes/No/Not Applicable.
  - Sliding scale – uses slider.
  - Free text.
  - Date entry.
  - User-configurable checkbox.
- Evaluation can be re-evaluated by a manager.
- Fully integrated in CT LOGGER playback station.
- Voice log reference's are saved with each evaluation form.
- Integrated reporting – reports may be used to combine several evaluations over time to obtain progress evaluation.
- Bundled with CT LOGGER – no additional licensing required.

The screenshot shows a web-based evaluation form titled "Helpdesk Form". It is organized into three main sections, each with a yellow header: "Introduction", "Main conversation", and "Closing".

- Introduction:** Contains three questions: "Was the greeting enthusiastic?" (radio buttons: Yes, No, N/A), "Did the agent announce the company and his own name?" (radio buttons: Yes, No, N/A), and "Give the introduction a score" (sliding scale from 1 to 5).
- Main conversation:** Contains three questions: "Did the agent understand the clients problem?" (radio buttons: Yes, No, N/A), "Which of the following option did the agent perform?" (checkboxes: Transferred call to supervisor, I handled problem, Referred client to manual, Other), and "Give the conversation a score" (sliding scale from 1 to 5).
- Closing:** Contains three questions: "Was the client satisfied with the service?" (radio buttons: Yes, No, N/A), "Did the agent politely say goodbye?" (radio buttons: Yes, No, N/A), and "Give the closing a score" (sliding scale from 1 to 5).

Below the sections are several input fields and buttons:

- "Enter the evaluation description" with a text input field containing "Terminating Day".
- "Select an agent" with a dropdown menu showing "Bob".
- "Add new recording reference" with a text input field and an "Add to recording reference" button.
- "Select recording reference to play" with a dropdown menu showing "1107\_200808\_110491.wav".
- At the bottom, there are "Play", "Pause", and "Stop" buttons, and a "Cancel" button at the bottom left.



# CT Agent Evaluator

## Report Example #1: Showing results from evaluation and re-evaluation

RealConnect Agent Evaluator v6.4.0.0 - Microsoft Internet Explorer

Refresh Print Exit

realconnect realconnect

### Call Evaluation Report

Agent	Bob (201)	
Evaluator	Richard	
Manager	Harold	
Evaluation Date/Time	2007/07/31 10:10:04 AM	
Description	Training day 3	
Form Name	Helpdesk Form	
Recording References	r0_c8_190607_110147.wav	

**Introduction**

• Was the greeting enthusiastic?	Yes	Yes
• Did the agent announce the company and his own name?	No	No
• Give the introduction a score	4	1

**Main conversation**

• Did the agent understand the clients problem?	Yes	No
---	-----	----

## Report Example #2: Showing results from evaluation and re-evaluation

RealConnect Agent Evaluator v6.4.0.0 - Microsoft Internet Explorer

Refresh Print Exit

realconnect realconnect

### Call Quality Management Report

Agent	Bob	
Evaluator	Tech	
Manager		
Evaluation Date/Time	From 31 July 2007 Up until 01 August 2007	
Description		
Form Name	Helpdesk Form	
Recording References		

**Introduction**

• Give the introduction a score	8/10 (80%)	1/5 (20%)
---------------------------------	------------	-----------

**Main conversation**

• Give the conversation a score	8/10 (80%)	2/5 (40%)
---------------------------------	------------	-----------

**Closing**

• Give the closing a score	4/10 (40%)	3/5 (60%)
----------------------------	------------	-----------

**Total**

• Overall	20/30 (66%)	6/15 (40%)
-----------	-------------	------------