



CT Agent Evaluator

Evaluating staff objectively using actual recordings!

CT Agent Evaluator

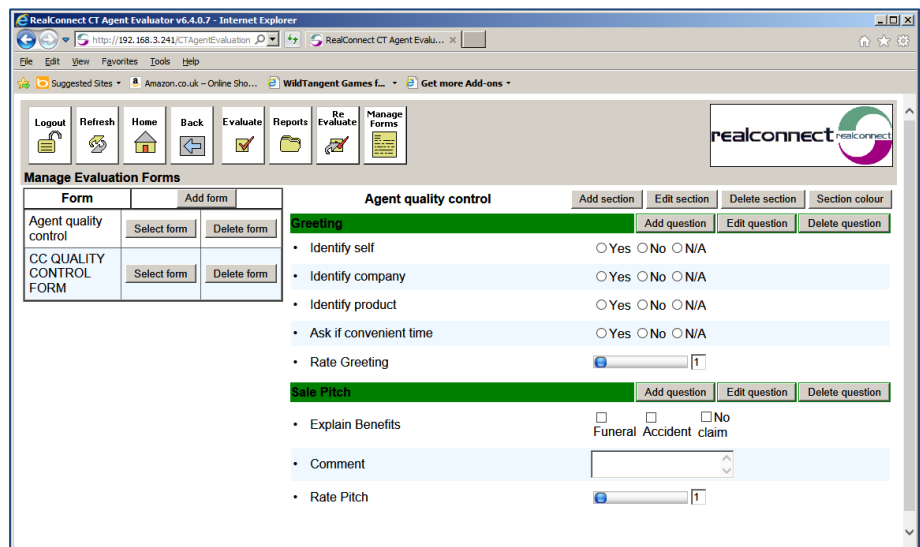
- ☑ **Free evaluation application**
- ☑ **Objective evaluations**
- ☑ **Create forms to suit your needs**
- ☑ **Evaluate staff while listening to recordings**
- ☑ **Conduct re-evaluations**

REALCONNECT'S CT AGENT EVALUATOR is an entry level application which is shipped **free** with **CT LOGGER**. This add-on feature enables the user to create agent evaluation forms, perform initial evaluations while listening to agents' recording(s), perform re-evaluations on completed evaluations and extract evaluation reports.

CT AGENT EVALUATOR has been developed to satisfy the basic needs of the modern organisation with staff training and performance appraisals. The product is versatile yet easy to use. The fact that the user only needs web access to use it makes it particularly easy to roll out to multiple supervisors' workstations. While many people can conduct evaluations, rights to create and edit the forms can be restricted to just one or two key people.

Main Features

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



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CT Agent Evaluator

Agent Evaluation Reports

Three different reports are available:

Call Evaluation Report Example

Call Evaluation Report		
Agent	J.Tau (9151)	
Evaluator	TaniaC	
Manager	Tech	
Evaluation Date/Time	2/5/2014 12:28:06 PM	
Description	Progress report	
Form Name	Agent quality control	
Recording References	r0_c41_050214_114440.rcc, r0_c41_050214_114024.rcc, r0_c41_050214_111715.rcc	
Greeting		
• Identify self	Yes	Yes
• Identify company	Yes	Yes
• Identify product	Yes	Yes
• Ask if convenient time	No	No
• Rate Greeting	4	3
Sale Pitch		
• Explain Benefits		Funeral/Accident
• Comment	Still unsure of how no claim bonus works	Gave incorrect information
• Rate Pitch	3	1

Call Quality Management Report Example

Call Quality Management Report		
Agent	J.Tau	
Evaluator	TaniaC	
Manager	Tech	
Evaluation Date/Time	From Wednesday, February 05, 2014 up until Wednesday, February 05, 2014	
Description		
Form Name	Agent quality control	
Recording References		
Sale Pitch		
• Rate Pitch	3/5 (60%)	1/5 (20%)
Greeting		
• Rate Greeting	4/5 (80%)	3/5 (60%)
Total		
• Overall (for 1 evaluations)	7/10 (70%)	4/10 (40%)

Agent Comparison Report

Call Evaluation Agent Comparison Report									
Agent									
Evaluator	Tech								
Manager									
Evaluation Date/Time	From Wednesday, February 05, 2014 up until Wednesday, February 05, 2014								
Description									
Form Name	Agent quality control								
Recording References									
	Identify self	Identify company	Identify product	Explain Benefits	Comment	Rate Pitch	Ask if convenient time	Rate Greeting	
Rose	Yes	No	Yes	Accident,No claim	Forgot to mention funeral	2	No	2	
J.Tau	Yes	Yes	Yes		Still unsure of how no claim bonus works	3	No	4	