



# RECALL Agent SCORING

Evaluation software of agents

Companies are increasingly trying to become more successful and improve their business model by increasing both agent performance levels and customer satisfaction.

**Correct performance can make the difference** between a successful sales closure and a failed one, and may even lead to the loss of a customer. This need for optimum performance has given rise to Recall Agent Scoring, an agent evaluation tool that has been designed to complement Recall, the market leader in call recording solutions.

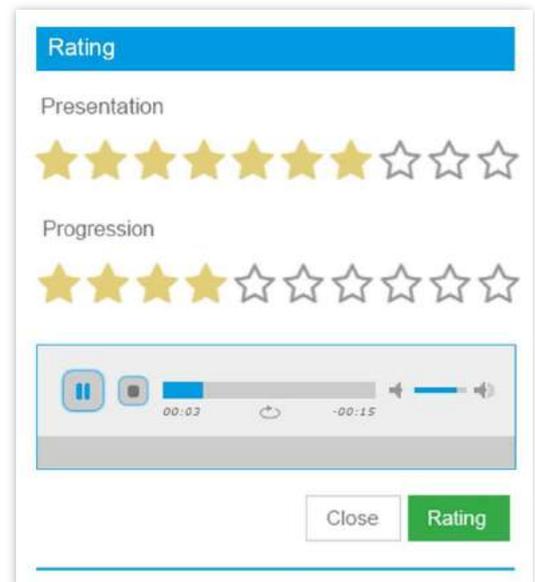
## CONTINUOUS EVALUATION ... THE KEY TO SUCCESS

### WHAT IS RECALL AGENT SCORING?

Recall Agent Scoring is an agent evaluation and scoring module that has been fully integrated into the call recording solution, Recall. By referencing a series of quality indicators it allows the supervisor to analyse recordings and determine the level of service provided by an agent during the course of a conversation.

Precise and exhaustive evaluation of conversations allows to monitor a series of pre-defined standards of service and adapt agent training and personnel evaluation programmes accordingly.

Recall Agent Scoring is designed to increase the quality of service offered by your company or contact centre.



### IMPROVE

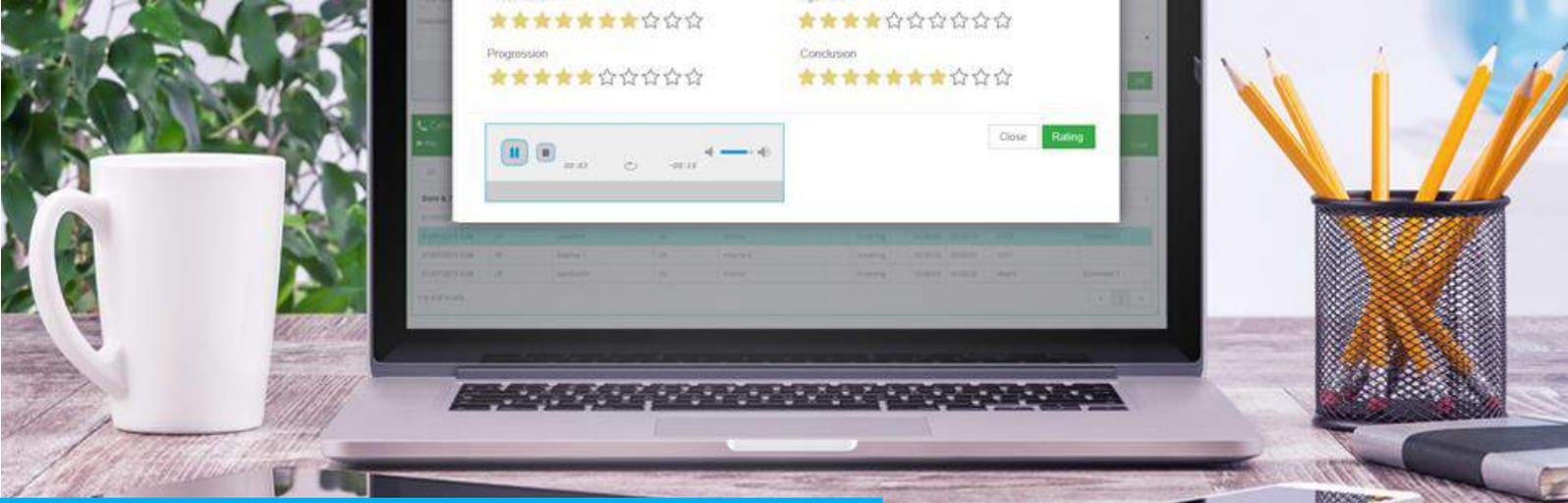
Quality indicators are the perfect tool for supervising and evaluating agents with a view to improving team performance.

### OPTIMIZE

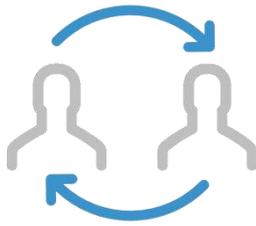
Recall Agent Scoring is designed to maintain and optimise the principal asset of any competitive business – quality customer service.

### INCREASE

Recall Agent Scoring allows to increase both sales and customer satisfaction and improve the consumer experience.



## OPERATING MODE



Supervisors can carry out agent evaluations using the Recording Manager administration and listening software which, having selected the desired call, requires just one click on the 'evaluate' button. Listening and evaluation of conversations is carried out simultaneously as the form scrolls in parallel to the call script, and questionnaire scores and evaluations are observed on the same screen.

Control customer service levels using Recall Agent Scoring and increase customer satisfaction **as much as to 3-fold**.

## CUSTOMIZED INTERACTIVE FORMS

Recall Agent Scoring allows the user to employ a **wide range of questionnaires featuring different models of questions** as a means of controlling agent performance. In order that the evaluation forms may be tailored to the specific needs of each evaluation or work group, they may be designed, configured and modified within the Recall software itself.

## COMBINE WITH RECALL SCREENCAST

In addition to evaluating agents on the basis of recorded calls, **Recall ScreenCast** offers an even more complete vision of the service being provided by offering the possibility of recording agent screens.

**Simultaneous recording of audio and video.**

## EVALUATION REPORTS

Recall Agent Scoring offers analytical reporting of the evaluations obtained by agents in order to aid decision making within the company and contribute to proper growth and development.

The Recall Agent Scoring results report will tell you everything you need to know about your team **in just 10 seconds**.



### Objectives and Applications

- Ensure quality standards.
- Assess and evaluate agent performance.
- Detect ill-suited interventions.
- Test sales techniques and skills.
- Identify shortcomings or areas requiring training.
- Confirm compliance with policy and codes of conduct.



### Key points

- User friendly, intuitive and offering multi-pla
- Fast and powerful, with cutting-edge techno
- Wide variety of formats and question types.
- Flexible, editable, configurable and customiz
- Effective, practical results and weighting.

