



CUSTOMER SERVICE CALL QUALITY EVALUATION FORM

Employee Name:	Coach:
Personalized Plan Objectives:	
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Goals And Objectives From Last Call Evaluation:	
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Area of Feedback – CTQ	QUALITY RATING				
	Excellent	Good	Poor	Needing Action	Not Applicable
Type of interaction:	Call <input type="checkbox"/> e-mail <input type="checkbox"/> Chat <input type="checkbox"/> other <input type="checkbox"/>				
First call resolution					
Followed standardized opening and closing					
Was customer name used throughout call?					
Were goals achieved?					
Overall quality of call					

ACCOUNT MANAGER CALL QUALITY EVALUATION FORM - Continued

Area of Feedback - Personalized Plan	QUALITY RATING				
	Excellent	Good	Poor	Needing Action	Not Applicable

Notes

Strengths From Interaction

Areas Needing Development

Goals & Objectives For Next Evaluation