

## Call Monitoring Form

Date:	Sales Rep:	Evaluated by:	Score	Remarks
<b>INTRODUCTION</b>				
Did the sales agent say the name of the Client's company?				
Did the sales agent introduce themselves, greet the contact and wait for an answer?				
<b>WORK ENVIRONMENT</b>				
Internet Connection: Wifi signal should be working properly.				
Quiet Workplace: The environment should be free of background noise.				
<b>CALL HANDLING</b>				
Script: Sales agents should follow the script, agent instructions and agent tips.				
Key Information Delivered: The sales agents follow the script providing all the information.				
Question Handling: The sales agent answers to the addressed questions done by contacts.				
Call Flow: The sales agent controls the call				
<b>PRESENTS OFFER</b>				
Explains details of the Client's offer to the contact				
Demonstrated a good understanding of the product				
<b>AGENT'S ATTITUDE</b>				
Tone of Voice: The sales agent's tone of voice should be friendly, avoiding rudeness or disinterest.				
Helpfulness: The sales agent should be willing to help the customer, providing useful assistance.				
Attitude: Was the sales agent polite and courteous?				
<b>AFTER THE CALL</b>				
Did the sales agent mark the accurate Call Disposition?				
Did the sales agent select the real information in the script?				
Did the sales agent have the knowledge about the service or product?				
Did the sales agent close the call properly?				
Did the sales agent use rebuttals?				
Could the sales agent set up a date or convert the contact to a possible lead?:				
<b>OVERALL PERFORMANCE</b>				
Confidence				
Procedures				
Attitude				
Willing to capture information				
Tone of voice				