EVALUAGENT

VERTEX

CAPITA

serco

BARCLAYS

TESCO Bank

Companies House

YOUR M&S

TESCO

SELFRIDGES&C⁰

SCOTTISHPOWER
The Energy People

orange

CABLE & WIRELESS

child support agency

DWP Department for Work and Pensions

(DH) Department of Health

THE NATIONAL TRUST

City of Westminster

William HILL

- We understand Contact Centres and Outsourcers.

- Over 50 years combined experience implementing CX and quality management solutions for global organisations

- Servicing the needs of thousands of agents across multiple accounts and geographies

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- Can work with existing CRM and call recording systems

- Allows you to evaluate any channel; telephone, social media, email, webchat

- Central repository for all quality data and agent performance that everyone can access

First, why should we calibrate?

- Develop a fair and consistent approach to quality

- Eliminate inconsistencies and make sure everyone is on the same page.

- The opportunity to discuss more complex interactions, in detail

Common Calibration Challenges…

- Majority rules

- Fear of speaking out

- Low attendance

- Independent 'paper scoring'

- Going through the motions

- No follow-up

…and how to overcome them

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- Make calibration conversational and try to reach a consensus
  - there is no 'wrong' point of view

- Calibration should have a purpose and is not just a tick box exercise

- Scoring should be open and transparent

- Calibration must drive coaching, support and change
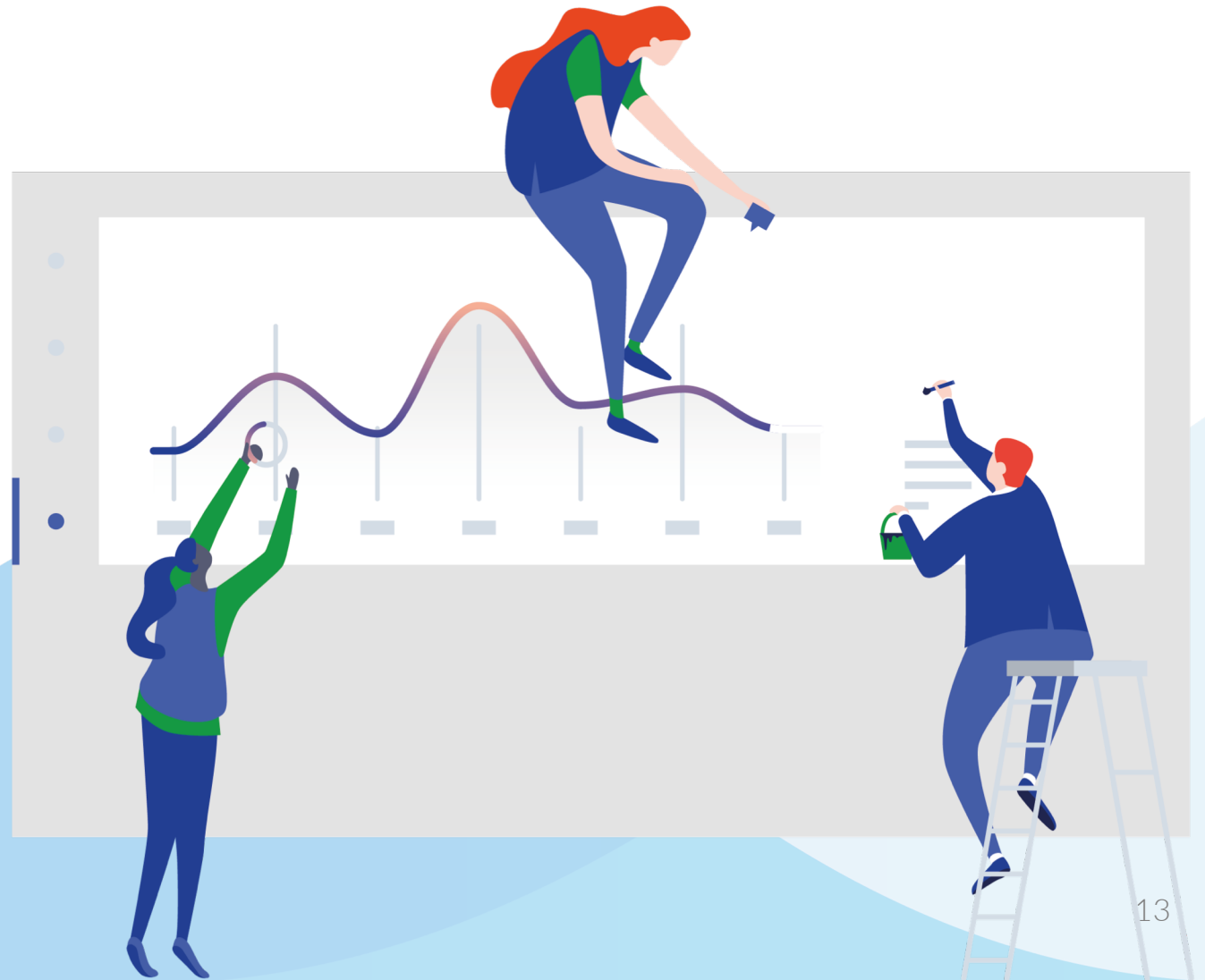
Calibration Top Tips!

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- **Include everyone – break down those barriers!**

- Calibrate to guidelines

- Etiquette and standards

- Have a robust disputes process

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January 2019

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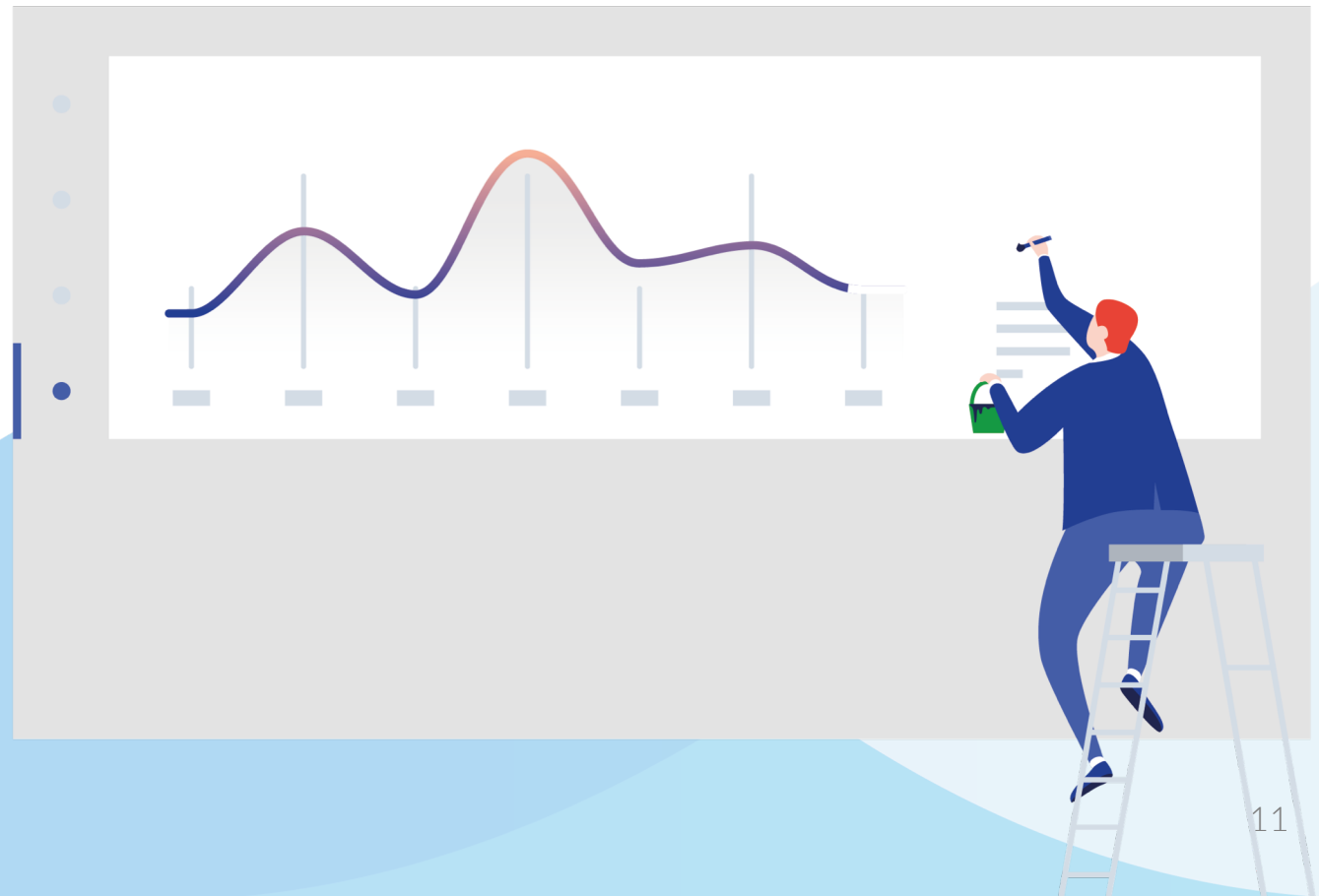
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How Evaluagent can help

EVALUAGENT

- Schedule and manage calibration sessions from within the platform.

- Enable participants to 'blind evaluate'.

- Automatically collate results.

- Report on calibration performance and provide evaluator feedback.

- Supports 'check the checker' processes.

Calibration is launching this month!

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New user?

Get started for

free on our

website

Existing user?

Drop us a note

and we'll arrange a

free trial

Any Questions?