GENESYS™

Recording, Quality Management and Speech Analytics User Manual

Evaluation Sessions

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Evaluation Sessions

To help ensure that an agent's participation in an interaction coincides with a specific business agenda, SpeechMiner Quality Monitoring evaluators receive a list of evaluation sessions that they must fill out according to a configurable schedule.

A completed evaluation session provides a view into how an agent communicates with consumers. Such evaluation sessions provide consistent and regular feedback that helps surface insightful reports, comments and suggestions that can lead to formal skills training and action plans to improve an agent's performance.

Before you perform an evaluation consider the following:

- Every evaluation session is associated with one interaction. When working with a Recording license every evaluation session is associated with one segment.

- An evaluation session can be saved and continued at a later time. Only when you select Complete will the evaluation session end.

- A Calibration Evaluation session is filled out in the same way as a Regular Evaluation session. But, unlike a Regular Evaluation a Calibration Evaluation can be used as part of a report that compares the performance of two or more evaluators.

- If your system includes an Analytics license each evaluation contains the specific interaction's transcript.

- When performing an evaluation you have the option of enabling the evaluator to see their evaluation score when the evaluation session is completed.

- To complete an evaluation session you must answer all the required questions in all the forms associated with the specific evaluation session.

See Also

Perform an Evaluation
Evaluation Sessions Grid
Create an Evaluation
Evaluations Manager