GENESYS™

Recording, Quality Management and Speech Analytics User Manual

Open a Completed Evaluation Session

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Open a Completed Evaluation Session

This page explains how to read and understand a completed evaluation session.

A completed evaluation session provides an overview about the agent's productivity in relation to a specific business goal.

> **Important**
> A completed evaluation session cannot be edited.

Procedure

1. Click **Quality > Evaluation Sessions**.

    The Evaluation Sessions grid appears.

2. Click the name of the completed evaluation you want to review.

    The completed evaluation opens with the following options:

Option	Description
Form List	Enables you to view the different evaluation session forms and the given answers.
Show Score	Enables you to view the evaluation session score. The score appears next to the Form list and within the exported Excel worksheet.
Export	Enables you to create an Excel worksheet that contains evaluation session details.
Media Player	Enables you to playback the interaction associated with the evaluation session.

See Also

Create an Evaluation
Perform an Evaluation Session
Evaluations Manager
Evaluations Sessions
Evaluation Sessions Grid Reports