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Recording, Quality Management and Speech Analytics User Manual

[Configure Question Weights](#)

Configure Question Weights

The page explains the logic behind assigning weights to Quality Monitoring questions.

Weights are assigned to **Multiple Choice**, **Yes/No**, **Choose from list** and **Sliding Scale** questions.

The weights indicate the relative importance of each question and are used by the system to calculate the form's score.

Before you create a form consider the following:

- The sum of the group weights for each form must be 100%. If the sum of the group weights is not 100% the form cannot be activated.
- The sum of the questions within each group must be 100%. If the sum of the questions weights within a group is not 100% the form cannot be activated.
- Each Multiple Choice and Choose from List answer should be assigned a weight.
- The weight you give each Choose from List answer does not have to total 100% but it cannot be more than 100%.
- The weight of each Multiple Choice and Choose From List question is entered manually.
- The weight of each group is entered manually.

For a better understanding see the examples and [procedure](#) below:

Example 1

A form may contain three questions:

- one in which the evaluator is asked if he can rely on the specific agent (Yes/No/NA question).
- a second in which the evaluator is asked to select the agent's demeanor during an interaction (Multiple Choice question).
- a third in which the evaluator is asked to select the agent's positive features (Choose from List question).

The first two questions are required and the third is optional.

Evaluators cannot save the form if they do not answer the first two questions. They can leave the third blank.

The questions are given a weight of 40%, 30% and 30% respectively for an overall score of 100%. If the optional question is not answered it's weight will be divided between the two required questions.

The two required questions will receive a weight of 55% and 45% respectively.

Example 2

The following three questions are from Example 1 and will be used in this example as well:

- Yes/No/NA - by default the Yes/No/NA questions are give a weight of 100% for Yes, 0% for No and NA is not given a weight.
- Multiple Choice - includes 3 answers and the their respective weights are 30%, 60% and 100%.
- Choose from List - includes 4 answers and each has a weight of 25%.

Evaluator-A

Evaluator-A answers NA for the Yes/No/NA question. The evaluator selects the 60% answer for the Multiple Choice question and two 25% answers for the Choose from List question.

Since Evaluator-A selected NA for the Yes/No/NA question its weight of 40% is equally divided between the remaining two questions.

The score for the Multiple Choice question is 50% (question weight) X 60% (answer weight) equals a score of 30.

The score for the Choose from List question is 50% (question weight) X 50% (summary of selected answers weight) equals a score of 25. As a result the forms score is 55.

Evaluator B

When the Evaluator B fills this form, he answers Yes for the Yes/No/NA question.

The evaluator selects the 100% answer for the Multiple Choice question and three 25% answers for the Choose from List question.

The score for the Yes/No/NA question 40% (question weight) X 100% (answer weight) equals a score of 40.

The score for the Multiple Choice question is 30% (question weight) X 100% (answer weight) equals a score of 30.

The score for the Choose from List question is 30% (question weight) X 75% (summary of selected answers weight) equals a score of 22.5. As a result the forms score is 92.5.

Procedure

1. Create a form with with one or more groups of questions.
2. Click **Weighting....**

The **Weighting for <form name>** window appears.

3. Enter a weight for each group in the fields provided.
4. Verify that the total of the groups weights is 100.
5. Click the name of each group to see a list of the group's questions.
6. Enter a weight for each question within the group and verify that total of the weights for the group's questions is 100.
7. If you included a Multiple Choice or Choose from list question in your group, click the name of the question to see a list of the question's answer.
8. Enter a weight for each answer associated with the Multiple Choice or Choose from list question.
9. Repeat steps 5-8 for each group in the form.
10. Save the form.

When the form is filled out by an evaluator the form's score and the evaluation score are based on the values entered during this procedure.

See Also

[Create a New Form](#)
[Form Questions](#)
[Create an Evaluation](#)