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Recording, Quality Management and Speech Analytics User Manual

Evaluation Sessions Grid

Evaluation Sessions Grid


The Quality Monitoring evaluation sessions grid contains a list of all the evaluation sessions the user must fill out.

From the grid you can quickly see which evaluation sessions were started, in progress and/or completed.

Interaction	Agent	Name	Description	Type	Forms	Due	Status
1012	amit	123456		Regular	0	01/03/15 03:44 PM	In Progress
1012	amit	123456		Regular	0	01/03/15 03:45 PM	Ready
1012	amit	123456		Regular	0	01/03/15 03:46 PM	Ready
1013	amit	123456		Regular	0	01/03/15 03:44 PM	Ready
1014	amit	123456		Regular	0	01/03/15 03:44 PM	Ready

The Evaluation Sessions grid contains the following information and actions:

Parameter/Column	Description
	Deletes the selected evaluation session.
<input type="text" value="Filter Data"/>	Enables you to search for a specific evaluation session according to the session's name.
0 Selected	Indicates the amount of evaluation sessions selected in the grid.
Name	The name of the evaluation session.
Description	Contains an explanation about the specific evaluation session.
Type	Indicates whether the evaluation session is a Regular or Calibration session. For details, refer to Evaluations Manager .
Forms	Indicates the number of forms associated with the evaluation session.
Agent	Indicates the agent for which the evaluation session was created.
Due	Indicates the date on which the evaluation session must be completed.
Assigned	Indicates the evaluator that must perform the evaluation session.
Status	Indicates if the evaluation session is: <ul style="list-style-type: none"> In Progress = the evaluation has started, but has not been completed. Ready = the evaluation has not started.

Parameter/Column	Description
	<ul style="list-style-type: none">Complete = the evaluation session has been completed.
Creator	Indicates the user that created the evaluation session.
Interaction	Indicates the interaction in which the agent participated.
Score	Indicates the score the agent received as a result of the evaluation.
	Enables you to select the columns that appear in the Evaluation Sessions grid. Note: To return the grid columns to their default state click Reset to defaults from the Select Columns list (file:Sm_columnsbutton.png).

See Also

- [Perform an Evaluation](#)
- [Create an Evaluation](#)
- [Evaluations Manager](#)