

# Customer Service Agent Evaluation Form

Use this **customer service agent evaluation form sample** to effectively assess the performance and professionalism of your support team. The form includes criteria such as communication skills, problem-solving abilities, and customer interaction quality. Regular evaluations help improve service standards and boost customer satisfaction.

Agent Information

Agent Name:

Evaluation Date:

Evaluator Name:

Evaluation Criteria

1. Communication Skills:

Excellent  Good  Average  Needs Improvement

2. Problem-Solving Abilities:

Excellent  Good  Average  Needs Improvement

3. Customer Interaction Quality:

Excellent  Good  Average  Needs Improvement

4. Product Knowledge:

Excellent  Good  Average  Needs Improvement

5. Professionalism:

Excellent  Good  Average  Needs Improvement

Additional Comments

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