Call Center Customer Service Evaluation Form Sample

The **call center customer service evaluation form sample** is a valuable tool designed to assess the quality of service provided by call center agents. It helps in identifying strengths and areas for improvement by measuring key performance indicators such as communication skills, problem-solving ability, and customer satisfaction. Using this form ensures consistent evaluation to enhance overall customer experience.

Instructions:
Please rate the agent's performance for each criterion below using the following scale:
5 - Excellent, 4 - Good, 3 - Satisfactory, 2 - Needs Improvement, 1 - Unsatisfactory

Agent Information

Agent Name:		Date:	
Evaluator Name:		Call ID:	

Evaluation Criteria

Criteria	5	4	3	2	1	Comments
Greeting and Introduction	○	○	○	○	○	
Communication Skills	○	○	○	○	○	
Active Listening	○	○	○	○	○	
Problem Solving Ability	○	○	○	○	○	
Product Knowledge	○	○	○	○	○	
Customer Satisfaction	○	○	○	○	○	
Call Handling Efficiency	○	○	○	○	○	
Call Closure / Farewell	○	○	○	○	○	

Additional Comments

Submit Evaluation