

Customer Service Agent Performance Review

Agent Name:

Date:

Reviewer:

Department:

Performance Metrics

Criteria	Rating (1-5)	Comments
Customer Satisfaction	<div></div>	<div></div>
Communication Skills	<div></div>	<div></div>
Problem Solving	<div></div>	<div></div>
Product Knowledge	<div></div>	<div></div>
Attendance & Punctuality	<div></div>	<div></div>

Strengths

Areas for Improvement

Additional Comments

Agent Signature

Reviewer Signature