

Call Center Agent Appraisal Form

Agent Name

Employee ID

Supervisor

Date of Appraisal

Performance Criteria

Criteria	Rating (1-5)	Comments
Communication Skills	<input type="text"/>	<input type="text"/>
Problem Solving	<input type="text"/>	<input type="text"/>
Customer Service	<input type="text"/>	<input type="text"/>
Product Knowledge	<input type="text"/>	<input type="text"/>
Attendance & Punctuality	<input type="text"/>	<input type="text"/>

Strengths

Areas for Improvement

Appraiser's Overall Feedback

