Call Center Workstation Monitoring Checklist

Agent Name:

Date:

Checklist Item	Compliant	Remarks
Headset and microphone are functional	☐	
Computer is powered on and login is successful	☐	
Internet connectivity is stable	☐	
CRM and calling software are accessible	☐	
Desk area is clear and organized	☐	
Absence of food/drinks near equipment	☐	
Confidential information is secured	☐	
Phone is on silent/vibration (if allowed)	☐	
Emergency exits are unobstructed	☐	

Additional Notes: