Call Center Quality Assurance Review Template

Call Details

Agent Name

Date

Call ID

Customer Name

Call Type

_____ ▾

Quality Evaluation Criteria

Criteria	Score	Comments
Greeting & Introduction		
Identified Customer Needs		
Product Knowledge		
Effective Communication		
Problem Resolution		
Closing & Next Steps		

Compliance Checks

☐

Call Privacy Maintained

☐

Provided Correct Information

☐

Followed Call Flow

Overall Comments

Final Score

Reviewer

Reviewed by

Date of Review