

QA Calibrate Answer Key Entry

QA Calibrate : Rating Entry Form

Rate the Call
 Call ID: 123456-1-1
 Audio Link: <https://webconferencetecable.com/pltrk02art1rnl/>
 Description: 1 testing question

Behavior Ratings
 0 = Does not meet expectations
 1 = Successfully meets expectations
 2 = Exceeds expectations
 3 = Exceptional
 N/A = Not applicable

| Call Behaviors | 0 | 1 | 2 | 3 | N/A | Enter comments and tips |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------------------------|
| Ownership: Did the agent demonstrate that I care and will own the problem in a way that gives the customer confidence and peace-of-mind? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="text"/> |
| Communication: Did the agent clearly communicate in a way that appraises & relates to the customer? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="text"/> |
| Call Control: Did the agent confidently lead the customer down the right path effectively and efficiently? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="text"/> |
| Proactive/Future Value: Did the agent proactively educate the customer on ANY pertinent facts that would prevent a callback? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="text"/> |

QA Calibrate Ratings Result

QA Calibrate : Rating Results For 123456-5-2 [Back to rate another call](#)

Your rating

Overall 7 / 15 47% *You can do better!*

Behaviors 5/9
Compliance 2/6

Detailed Results

| Call Behaviors | Your Answer | Answer Key | Your Comments / Tips | Answer Key Comments / Tips |
|---|-------------|------------|----------------------|----------------------------|
| Ownership: Did the agent demonstrate that (s)/he cares and will own the problem in a way that gives the customer confidence and peace-of-mind? | 3 | 2 | | |
| Communication: Did the agent clearly communicate in a way that appreciates & relates to the customer? | 1 | 1 | | |
| Call Control: Did the agent confidently lead the customer down the right path effectively and efficiently? | 0 | 2 | | |

Supervisor (or Trainer / Auditor) gets **instant feedback** on his/her calibration of that call – calibrating to best-in-class, not the average

And commentary from the Expert Quality Calibrator who had entered the Answer Key

This commentary will provide:

- Rationale for why a 2 vs. 3
- Tips / What to listen for

QA Calibrate Heat Map Report Example

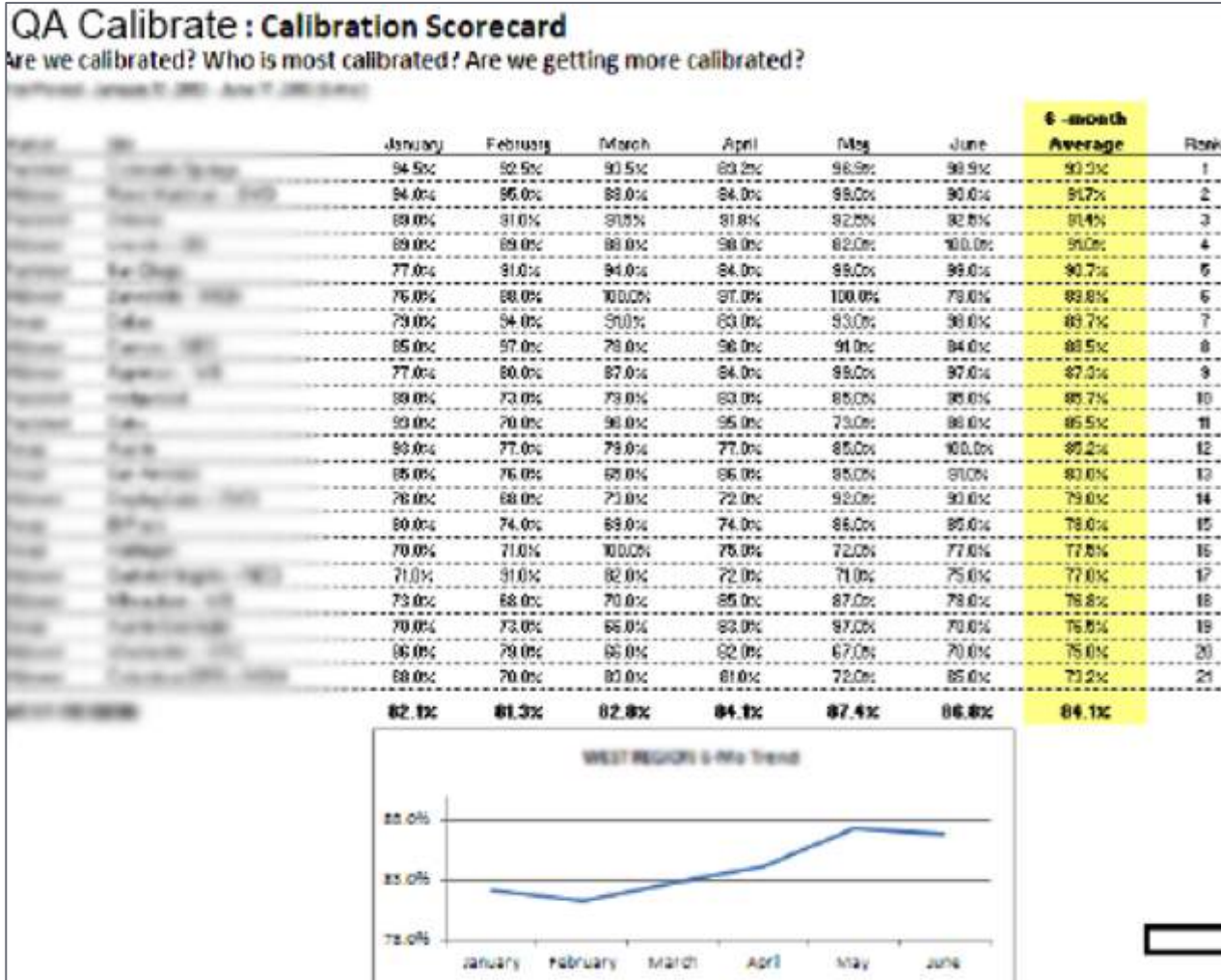
QA Calibrate Dashboard: Heat Map
Which behaviors are we most / least calibrated on?

For Overall Scores of 2013 - June 30, 2014 (100)

| | | B1 | B2 | B3 | B4 | B5 | B6 | B7 | B8 | B9 | C1 | C2 | C3 | C4 | C5 | C6 | 6-mo Avg | |
|-----------------|---------------|------|------|------|-----|------|------|------|------|------|------|------|------|------|------|------|----------|-------|
| Team | Site | 100% | 95% | 95% | 86% | 95% | 95% | 100% | 90% | 95% | 100% | 95% | 100% | 100% | 100% | 95% | 100% | 96.2% |
| Team | Division | 100% | 100% | 95% | 29% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 94.9% |
| Team | Region | 100% | 100% | 100% | 51% | 100% | 100% | 100% | 92% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 94.9% |
| Team | Product Line | 100% | 100% | 97% | 28% | 100% | 97% | 100% | 100% | 94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 94.2% |
| Team | Customer | 100% | 100% | 100% | 27% | 91% | 100% | 100% | 100% | 100% | 91% | 100% | 100% | 100% | 100% | 100% | 100% | 95.9% |
| Team | Market | 100% | 100% | 100% | 28% | 100% | 100% | 87% | 96% | 96% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 95.6% |
| Team | Segment | 96% | 96% | 87% | 87% | 100% | 100% | 100% | 100% | 43% | 96% | 91% | 100% | 100% | 100% | 100% | 100% | 95.0% |
| Team | Channel | 100% | 100% | 90% | 35% | 95% | 95% | 100% | 100% | 90% | 95% | 100% | 100% | 95% | 100% | 100% | 100% | 95.0% |
| Team | Project | 100% | 90% | 58% | 45% | 97% | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 92.0% |
| Team | Activity | 100% | 100% | 95% | 17% | 97% | 100% | 90% | 85% | 97% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 91.7% |
| Team | Phase | 80% | 85% | 53% | 70% | 95% | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 95% | 100% | 100% | 100% | 91.5% |
| Team | Process | 100% | 100% | 100% | 0% | 86% | 95% | 90% | 86% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 90.5% |
| Team | Methodology | 91% | 64% | 64% | 91% | 82% | 100% | 100% | 100% | 100% | 64% | 100% | 100% | 100% | 100% | 100% | 100% | 90.5% |
| Team | Tool | 91% | 96% | 61% | 57% | 78% | 74% | 96% | 100% | 100% | 74% | 100% | 100% | 100% | 100% | 100% | 100% | 88.4% |
| Team | System | 90% | 100% | 90% | 74% | 97% | 90% | 90% | 90% | 18% | 94% | 77% | 100% | 100% | 100% | 97% | 100% | 87.1% |
| Team | Platform | 97% | 55% | 66% | 41% | 86% | 83% | 100% | 100% | 100% | 62% | 100% | 100% | 100% | 100% | 97% | 100% | 85.7% |
| Team | Application | 83% | 46% | 46% | 77% | 77% | 77% | 100% | 100% | 100% | 62% | 100% | 100% | 100% | 100% | 100% | 100% | 84.6% |
| Team | Integration | 70% | 100% | 93% | 60% | 100% | 70% | 90% | 95% | 10% | 95% | 80% | 100% | 100% | 100% | 100% | 100% | 84.3% |
| Team | Support | 72% | 79% | 76% | 66% | 86% | 90% | 90% | 97% | 7% | 79% | 78% | 100% | 66% | 90% | 86% | 100% | 77.2% |
| Team | Training | 69% | 85% | 89% | 62% | 82% | 85% | 77% | 89% | 23% | 92% | 77% | 100% | 58% | 100% | 100% | 100% | 75.8% |
| Team | Documentation | 9% | 64% | 64% | 75% | 45% | 64% | 100% | 100% | 9% | 82% | 55% | 91% | 55% | 82% | 100% | 100% | 66.1% |
| Overall Average | | 88% | 88% | 81% | 51% | 89% | 90% | 96% | 95% | 75% | 90% | 93% | 100% | 93% | 98% | 99% | 100% | 88.4% |

Calibration Heat Map
Which behaviors are consistently least / most calibrated? For which individuals, teams, sites, divisions?

QA Calibrate Trending Report Example



Calibration Trending Reports

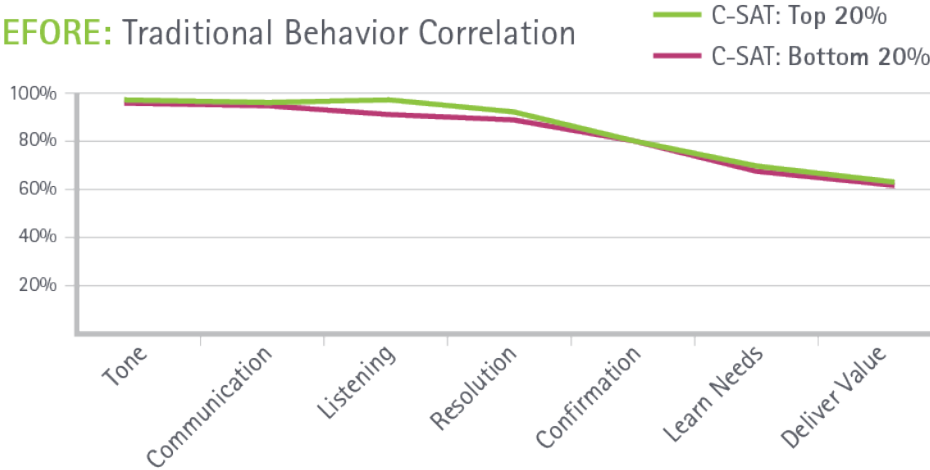
Have individuals, teams, sites, divisions, or enterprise been getting more calibrated over time?

QA Calibrate Leniency Report Example

| | Colorado Springs | | | | Hollywood | | | | Ontario | | | | San Diego | | | | Austin | | | | Dallas | | | | El Paso | | | | Harlingen | | | | San Antonio | | | | MOH | | | | Total | |
|-----------------------|------------------|-----|-----|----|------------|-----|-----|----|------------|------|-----|----|------------|-----|-----|-----|------------|-----|-----|----|------------|-----|-----|-----|------------|------|-----|-----|------------|-----|-----|-----|-------------|-----|-----|-----|------------|-----|-----|-----|------------|-----|
| | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | 0 | 1 | 2 | 3 | | |
| On-Demand Call | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B1 | 3% | 92% | 5% | | 20% | 80% | | | | 87% | 13% | | | 67% | 33% | | 8% | 81% | 12% | | 3% | 79% | 17% | | 9% | 82% | 9% | | 15% | 77% | 8% | | 7% | 78% | 15% | | 8% | 52% | 40% | | 241 | |
| B2 | 29% | 66% | 5% | | 15% | 80% | 5% | | 10% | 77% | 13% | | | 71% | 29% | | 8% | 81% | 12% | | 45% | 41% | 14% | | 36% | 64% | | | 54% | 31% | 15% | | 30% | 67% | 4% | | 8% | 44% | 44% | 4% | 241 | |
| B3 | 47% | 50% | 3% | | 45% | 55% | | | 42% | 48% | 10% | | 5% | 90% | 5% | | 35% | 62% | 4% | | 94% | 62% | 3% | | 36% | 64% | | | 54% | 58% | 8% | | 33% | 59% | 4% | 4% | 12% | 56% | 28% | 4% | 241 | |
| B4 | 66% | 32% | 3% | | 70% | 30% | | | 45% | 55% | | | 29% | 67% | 5% | | 58% | 42% | | | 41% | 55% | 3% | | 91% | 9% | | | 77% | 23% | | | 70% | 26% | 4% | | 36% | 48% | 12% | 4% | 241 | |
| B5 | 11% | 84% | 5% | | 5% | 95% | | | 3% | 87% | 10% | | | 81% | 19% | | 19% | 81% | | | 14% | 62% | 24% | | 18% | 82% | | | 23% | 69% | 8% | | 33% | 63% | | 4% | 8% | 54% | 24% | 4% | 241 | |
| B6 | 8% | 89% | 3% | | 10% | 90% | | | 10% | 77% | 13% | | | 90% | 10% | | 31% | 69% | | | 17% | 72% | 10% | | | 100% | | | 23% | 69% | 8% | | 19% | 74% | 7% | | 8% | 72% | 16% | 4% | 241 | |
| B7 | 100% | | | | 100% | | | | | 100% | | | 100% | | | | 96% | 4% | | | 100% | | | | 100% | | | | 100% | | | 23% | 100% | | | | 96% | 4% | | | 241 | |
| B8 | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 96% | 4% | | | 241 | |
| B9 | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 100% | | | | 241 | |
| Phone Sale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B1 | 24% | 81% | 16% | | 30% | 55% | 10% | 5% | 10% | 52% | 39% | | | 10% | 71% | 19% | 8% | 69% | 23% | | 28% | 55% | 14% | 3% | 91% | 9% | | | 31% | 62% | 8% | | 26% | 48% | 26% | | | 44% | 56% | | 241 | |
| B2 | 18% | 66% | 16% | | | 85% | 10% | 5% | | 55% | 45% | | 5% | 10% | 86% | | 4% | 62% | 35% | | 21% | 52% | 24% | 3% | 36% | 64% | | | 15% | 62% | 23% | | 19% | 56% | 26% | | | 36% | 64% | | 241 | |
| B3 | 21% | 63% | 16% | | 5% | 90% | 5% | | 10% | 74% | 16% | | | 10% | 86% | 5% | 12% | 73% | 15% | | 24% | 62% | 14% | | 36% | 64% | | | 31% | 54% | 15% | | 19% | 59% | 19% | 4% | | 36% | 64% | | 241 | |
| B4 | 47% | 21% | 32% | | 40% | 40% | 20% | | 23% | 23% | 52% | 3% | | 18% | 67% | 14% | 8% | 31% | 58% | 4% | 24% | 38% | 28% | 10% | 27% | 55% | 18% | | 38% | 46% | 15% | | 26% | 44% | 22% | 7% | 28% | 32% | 36% | 4% | 241 | |
| B5 | 18% | 82% | | | | 95% | 5% | | 3% | 81% | 16% | | | 14% | 81% | 5% | | 96% | 4% | | 10% | 72% | 14% | 3% | 55% | 45% | | | 38% | 62% | | | 11% | 81% | 7% | | 8% | 52% | 40% | | 241 | |
| B6 | 13% | 79% | 8% | | 30% | 50% | 20% | | 10% | 48% | 42% | 5% | 5% | 10% | 67% | 19% | | 92% | 8% | | 10% | 59% | 28% | 3% | 36% | 55% | 9% | | 15% | 46% | 38% | | 15% | 56% | 26% | 4% | | 48% | 48% | 4% | 241 | |
| B7 | 5% | 87% | 8% | | 10% | 85% | 5% | | 10% | 52% | 39% | | | 69% | 31% | 10% | | 69% | 31% | | 10% | 76% | 10% | 3% | | 91% | 9% | | 23% | 69% | 8% | | 7% | 59% | 33% | | | 36% | 64% | | 241 | |
| B8 | 3% | 76% | 21% | | 5% | 85% | 10% | | 10% | 52% | 39% | | | 14% | 76% | 10% | | 69% | 31% | | 3% | 86% | 10% | | | 64% | 36% | | 31% | 23% | 46% | | 11% | 63% | 22% | 4% | | 36% | 64% | | 241 | |
| B9 | | 76% | 24% | | 15% | 75% | 10% | | 10% | 74% | 16% | | 5% | 81% | 14% | | | 62% | 38% | | | 93% | 3% | 3% | | 91% | 9% | | 8% | 69% | 23% | | 4% | 70% | 22% | 4% | 20% | 76% | 4% | | 241 | |
| Wireless Issue | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B1 | | 34% | 63% | 3% | | 80% | 15% | 5% | | 74% | 26% | | | 10% | 67% | 24% | | 42% | 50% | 8% | | 48% | 41% | 10% | | 36% | 55% | 9% | | 8% | 85% | 8% | | 33% | 63% | 4% | | 12% | 84% | 4% | 241 | |
| B2 | 3% | 24% | 74% | | | 65% | 30% | 5% | | 61% | 39% | | | 10% | 62% | 29% | | 65% | 31% | 4% | | 45% | 48% | 7% | | 18% | 73% | 9% | | 8% | 92% | | 4% | 30% | 56% | 11% | | 16% | 80% | 4% | 241 | |
| B3 | | 71% | 26% | 3% | 10% | 75% | 15% | | 3% | 84% | 13% | | | 14% | 81% | 5% | | 77% | 23% | | | 7% | 48% | 38% | 7% | | 64% | 36% | | | 38% | 62% | | | 37% | 56% | 7% | | 32% | 64% | 4% | 241 |
| B4 | 45% | 34% | 18% | 3% | 35% | 55% | 5% | 5% | 26% | 65% | 10% | | | 43% | 57% | | 23% | 69% | 8% | | 17% | 62% | 17% | 3% | 27% | 55% | 18% | | 31% | 31% | 38% | | 22% | 52% | 26% | | 24% | 40% | 36% | | 241 | |
| B5 | | 79% | 21% | | 5% | 85% | 10% | | | 90% | 10% | | 5% | 10% | 76% | 10% | | 96% | 4% | | | 59% | 38% | 3% | | 27% | 64% | 9% | | 23% | 77% | | 15% | 37% | 44% | 4% | | 44% | 56% | | 241 | |
| B6 | | 76% | 21% | 3% | 5% | 60% | 30% | 5% | 3% | 68% | 29% | | 5% | 5% | 67% | 24% | | 81% | 19% | | | 55% | 31% | 14% | | 64% | 36% | | | 31% | 62% | 8% | | 48% | 41% | 11% | | 40% | 56% | 4% | 241 | |
| B7 | 5% | 68% | 24% | 3% | | 85% | 15% | | | 81% | 19% | | | 10% | 81% | 10% | 15% | 62% | 23% | | 3% | 72% | 17% | 7% | | 55% | 45% | | | 54% | 46% | | 7% | 56% | 30% | 7% | | 32% | 64% | 4% | 241 | |
| B8 | 18% | 61% | 18% | 3% | | 85% | 15% | | | 81% | 19% | | | 14% | 71% | 14% | 4% | 85% | 12% | | 3% | 62% | 21% | 14% | | 73% | 27% | | | 46% | 46% | 8% | 4% | 52% | 41% | 4% | | 48% | 44% | 8% | 241 | |
| B9 | 24% | 74% | 3% | | 10% | 75% | 15% | | 6% | 87% | 6% | | 3% | 3% | 67% | | 4% | 88% | 8% | | 3% | 55% | 34% | 7% | | 73% | 27% | | 7% | 56% | 33% | 4% | 4% | 56% | 36% | 4% | | 56% | 36% | 4% | 241 | |
| Calibrated | 83% | | | | 84% | | | | 86% | | | | 90% | | | | 87% | | | | 80% | | | | 79% | | | | 78% | | | | 81% | | | | 89% | | | | 84% | |
| Exactly Right | 55% | | | | 56% | | | | 56% | | | | 55% | | | | 55% | | | | 52% | | | | 53% | | | | 51% | | | | 55% | | | | 55% | | | | 55% | |
| w/ Margin of Error | 28% | | | | 28% | | | | 31% | | | | 35% | | | | 32% | | | | 28% | | | | 26% | | | | 27% | | | | 26% | | | | 35% | | | | 30% | |
| Not Calibrated | 17% | | | | 16% | | | | 14% | | | | 10% | | | | 13% | | | | 20% | | | | 21% | | | | 22% | | | | 19% | | | | 11% | | | | 16% | |
| Too Harsh | 14% | | | | 12% | | | | 9% | | | | 1% | | | | 8% | | | | 13% | | | | 18% | | | | 17% | | | | 14% | | | | 4% | | | | 11% | |
| Too Lenient | 4% | | | | 4% | | | | 5% | | | | 9% | | | | 5% | | | | 7% | | | | 3% | | | | 5% | | | | 5% | | | | 7% | | | | 5% | |

QA Calibrate Correlations Report Example

BEFORE: Traditional Behavior Correlation



AFTER: New Approach to Quality Behaviors

