



Intermedia Contact Center AI Agent Evaluator

STREAMLINE QUALITY MANAGEMENT WITH AI AGENT EVALUATOR, POWERED BY SPARK AI

Effective quality management depends on how quickly supervisors can review the most important customer interactions and give agents relevant feedback consistently. AI Agent Evaluator streamlines the evaluation process using artificial intelligence to improve customer experiences and uncover insights into agent performance.



BENEFITS OF AI AGENT EVALUATOR

- **Prioritize Key Conversations:** Randomly spot-checking interactions risks overlooking critical interactions. Automatically assign conversations to evaluate based on keywords or phrases mentioned (e.g., “cancel”, “not helpful”). Use sentiment analysis to further refine your search.
- **Fast Track Evaluations:** Use templated scorecards for faster, objective assessments and track agent improvement. AI automatically creates transcripts, summaries, analyses evolving sentiment, identifies topics, and highlights agent behavior (e.g., talk speed, talk vs listen ratio) to expedite reviews.
- **Better Customer Experiences:** AI Agent Evaluator makes it easier to boost agent performance through continuous feedback and uncover additional insights about what customers care about which can improve customer satisfaction and business growth.

FOCUSED REVIEW SELECTION

The Supervisor View provides a comprehensive overview of recorded agent interactions along with AI Sentiment Analysis, filters, and evaluation status designed to help supervisors focus on the right conversations.

Search for specific evaluations

Interaction Date

Evaluator Name

Easy filter dropdown menus

Create External Evaluation Button
Evaluate an employee based on activity done outside of the Contact Center

List of agents being evaluated

Type of Evaluation
Distinguish between Inbound/ Outbound Interactions or External Evaluations

Sentiment Analysis powered by Interaction Analytics and Artificial Intelligence (AI)
Save time and quickly identify and evaluate the conversations that matter most to your supervisors and admins based on sentiment scores of recorded interactions or transcribed conversations

Template Type
Create, duplicate an evaluation template of your choosing

Evaluation Status
Know instantly whether a frontline user's evaluation passed, failed, or is in progress

Acknowledgment
Track whether frontline users have reviewed the evaluation feedback and either agree or disagree with the final evaluation results

Collaboration
See the status of evaluation results sent to a frontline user to review

Additional Evaluation information

Agent	Type	Date	Sent	Evaluator	Template	Status	Collaboration	Ack.
Niklas Sundin	in	Apr 26, 2020	in	Massimiliano Cavallera	Trainee probation	PASSED	Finished	
Maria Mantz	out	Apr 26, 2020	in	Steve DiGiorgio	Trainee probation	PASSED	Finished	
Ingrid Thulin	in	Apr 26, 2020	in	Lars Ulrich	Trainee probation	PASSED	Finished	
Lawrence Cardine	in	Apr 26, 2020	in	Massimiliano Cavallera	Company ethics and...	PASSED	Finished	
Jordyn Vetrovs	in	Apr 26, 2020	in	Massimiliano Cavallera	Company ethics and...	PASSED	Disabled	
Geoff Tate	out	Apr 19, 2020	in	Bernard Lowe	Trainee probation	PASSED	Disabled	
Cindy Volk	in	Apr 19, 2020	in	Steve DiGiorgio	Company ethics and...	IN PROGRESS		
Marshall Hendrix	out	Apr 19, 2020	in	Steve DiGiorgio	Probation	PASSED		
Nicole Howell	out	Apr 19, 2020	in	Steve DiGiorgio	Monthly performance...	PASSED	Enabled	
Marilyn Novak	in	Apr 19, 2020	in	Steve DiGiorgio	Trainee probation	IN PROGRESS	Waiting for agent	
Simone Simons	out	Apr 19, 2020	in	Jessica Macomber	Trainee probation	IN PROGRESS	Agent responded	
Scott Kline	out	Apr 18, 2020	in	Steve DiGiorgio	Trainee probation	PASSED	Finished	
Isabella Picasso	in	Apr 18, 2020	in	Massimiliano Cavallera	Company ethics and...	REJECTED	Finished	
Taylor Monsen	out	Apr 18, 2020	in	Massimiliano Cavallera	Trainee probation	PASSED	Finished	
Sarah Brightman	in	Apr 18, 2020	in	Alexander Cooke	Trainee probation	PASSED	Finished	
Bruce Bailey	in	Apr 18, 2020	in	Stephen Harris	Trainee probation	PASSED	Finished	

STANDARDIZED REVIEWS

Customized grading templates ensure consistent scoring criteria regardless of who is evaluating a customer interaction. Supervisors can choose from a variety of question types and establish pass/fail minimums.

Evaluations to improve customer service levels
Customized Evaluation Templates: Create new forms, clone forms, and set up multiple forms. Types of questions consists of Yes/No questions, multiple choice, and rating systems

Collaborate to stay on the same page
Collaboration is a process that involves Evaluator and the frontline user being evaluated. Multiple evaluators and the single frontline user can communicate via comments left on any or all the questions in the evaluation

Start Collaboration
the agent will be allowed to review the evaluation and provide commentary on the evaluation scores for each section. You may review the agent's comments and optionally change scores where desired after the agent responds.

Complete evaluation
the agent will receive a notification that you have completed the evaluation. The evaluation answers and scores will be final when the evaluation is completed.

Form template: Monthly performance review

3. Was the client satisfied with the service?
On a scale from 0 to 10 how satisfied was the client with the service?
4

Comments
Leave a comment

Transcription

Information

0 of 4 questions left

Complete evaluation

Send for agent review

Add annotation

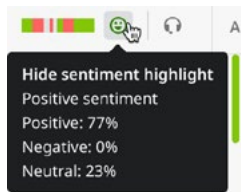
00:00 | 02:49

AI-POWERED REVIEWS

Use artificial intelligence to expedite reviews. Read the AI Summary to get a quick recap of the call. Use evolving sentiment analysis to see how the customer and agent mood changed over time. Leverage the transcript, call topics, and agent performance metrics, to quickly review the call and grade it.

Overall Sentiment Analysis

Summarizes the emotional tone of a conversation as positive, negative, or neutral. Supervisors can see percentage details by hovering over the icon.



Evolving Sentiment Analysis

Tracks sentiment changes for both agent and customer. Categories: Overall, Agent, and Customer sentiment. Helps supervisors understand sentiment, spot coaching opportunities, and highlight best practices.

In this scenario, the following means:

Overall: Neutral

Agent: Consistently positive

Customer: Dissatisfied at first, later positive

Sentiment		Positive	Neutral	Negative
Overall:	Mixed	10%	50%	40%
Agent:	Positive	60%	25%	15%
Customer:	Negative	10%	0%	90%

Call Topics

Our Generative AI engine processes call transcriptions to categorize customer-agent conversations based on specific topics. It utilizes sentiment analysis to extract key topics from the conversations.

Color-Coded Sentiment:

The "Topics" feature utilizes color-coding to represent the sentiment associated with different conversation topics: green for positivity, red for negativity, and grey for neutrality. This visual cue streamlines interpretation and enables more efficient analysis of customer-agent interactions.

Color-Coded Sentiment: Transcription Line & Audio Segment

Each transcription line and its corresponding audio segment are color-coded based on the expressed sentiment. This visual cue allows supervisors to swiftly grasp the emotional tone of the conversation and track how it evolves throughout the interaction.

Keywords Finder

Allows supervisors to track specific keywords. For example, entering "Error" lets the AI Agent Evaluator find all instances in the transcript, enabling a detailed review of the context and outcomes.

Agent Performance:

Headset Icon: offers key agent performance metrics:

Talk/Listen Ratio: Shows the balance between speaking and listening, e.g., 54/46, helping assess engagement.

Words per Minute (WPM): Indicates an agent's speaking speed, crucial for ensuring customer understanding and maintaining optimal call handle time.

The screenshot displays a call review interface. At the top, there are tabs for 'Transcription' and 'Information'. Below the 'Transcription' tab, there are sections for 'Topics' (Help, Technical problem, Product work, Login, Change, Tech) and 'Keywords' (Technician, Error, Name). A search bar shows 'Found 1 / 2' results. The transcript itself is color-coded by sentiment: green for positive, red for negative, and grey for neutral. A sidebar on the right shows a vertical timeline of the call with color-coded segments. At the bottom of the sidebar, there is a 'Headset Icon' and a 'Keywords Finder' section.

Agent performance

Talk/listen ratio: 54/46

Words per minute: 137

INCREASE AGENT ENGAGEMENT

Share performance evaluations with agents, ensuring they receive timely and constructive feedback to understand their strengths and areas for improvement. Allow agents to provide their own feedback to evaluators to ensure agents feel their input is heard.

Back to evaluation list

Evaluation for Nicole Howell PASSED Collaboration finished

Assigned on Jan 27, 2021 by Monthly assessment rule

Form template: Monthly performance review

TOTAL: 36, PASSABLE: 25 SCORED: 26

1. If the call was transferred did the agent adapt the... Yes No

2. Did the agent offered ass... 02

3. Was the client satisfied with ...

4. Did the agent follow all comp...

Comments: Leave a comment

Acknowledge evaluation result

Transcription: A Good afternoon! Thank you for calling Acme Network. How can I help you? C Yeah, hi. My system is down and I need a technician. Client described a problem. A Oh, okay, I see. Let me gather some information and see if we can help. What is your first name? C Alexander. A And your last name? C Smith. A Okay, And your company name? C I'm with Gold Environmental. A And what seems to be the problem today? C My agents can't log in to the system. It is said that there is...

Send evaluations to frontline users

Once the evaluation is complete, the frontline user being evaluated can acknowledge the evaluation and either agree or disagree with the final evaluation results

QUESTIONS? CONTACT US TODAY!

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