

Agent Name: **Adam Gilchrist**

Period: **Oct 1, 2024 – Oct 31, 2024**

## REPORT DETAILS



Team

None



Agent Reported Calls

92



Team Total Calls

1390



Team Total Agents

17

## Overall Performance Summary:

Category	Score (%)	Trend vs Last Month	Team Avg	Variance to Team
Average Talk Time	7:59 mins	+0:51 mins	6:25 mins	+1:34 mins
Total Score	95%	+1%	89%	+6%
CX QA (Customer Experience)	98%	+1%	90%	+8%
Compliance QA	79%	+11%	76%	+3%
Business QA	96%	-1%	90%	+6%

## Summary

Adam Gilchrist demonstrates consistently strong performance across most key metrics, particularly excelling in professionalism, communication clarity, and empathy. His calls generally flow logically and efficiently, with clear summaries and confident handling of customer interactions. Compliance with caller verification is an area with noticeable inconsistencies, occasionally impacting overall call quality. While Adam maintains a professional and friendly tone, some calls involving complaints, claims, and policy cancellations show lapses in empathy, verification, and call flow efficiency. Compared to last month and team averages, Adam has improved in compliance and customer experience, maintaining high business QA scores. However, occasional failures in verification and summarization suggest room for focused improvement. Call topics related to billing, payments, and policy management tend to have higher scores, whereas claims and complaints calls reveal more challenges. Overall, Adam is a reliable agent with clear strengths but would benefit from targeted coaching on compliance and handling complex or sensitive calls.

## AREAS FOR IMPROVEMENT

- Caller Verification consistency
- Summarization & Next Steps, especially in complex or complaint calls
- Empathy & Rapport during complaint and claims-related calls
- Handling call flow disruptions in difficult interactions

## TOP STRENGTHS

Professional Greeting and Call Closure

Communication Clarity and Empathy

Call Flow & Efficiency in routine policy and billing calls

Confidence and Efficiency in handling calls

## PERFORMANCE TRENDS

Adam's overall QA score of 95 shows a slight improvement from last month's 94 and is well above the team average of 89. Business QA remains strong at 96, slightly below last month's 97 but above the team average of 90. Compliance QA has improved significantly from 68 last month to 79 currently, surpassing the team average of 76, indicating focused efforts on verification. Customer Experience QA is excellent at 98, up from 97 last month and above the team average of 90. Despite these positive trends, inconsistencies in verification and summarization persist, particularly in calls involving complaints and claims, which slightly drag down the overall performance.

# CALL INSIGHTS

## EXPLANATION

Analysis of call metadata reveals that Adam performs best in calls related to policy management, billing, and payments, where call flow, empathy, and summarization are consistently strong. Calls involving claims, complaints, and cancellations tend to have lower scores, with frequent failures in caller verification, empathy, and call flow efficiency. These topics often involve more complex customer emotions and require heightened attention to compliance and rapport building.

## MOST COMMON TOPICS

Policy Management

Billing & Payments

## PERFORMANCE VARIATIONS

Adam's performance varies notably by call topic. Routine calls about policy servicing and billing show high scores across all metrics, reflecting his strengths in clarity, confidence, and professionalism. Conversely, calls involving claims, complaints, and cancellations show dips in compliance (verification), empathy, and summarization, indicating challenges in managing more sensitive or complex interactions.

## HIGH SCORING TOPICS

Policy Management

Billing & Payments

## LOW SCORING TOPICS

Claims & Incidents

Complaints & Risk Management

## RECOMMENDATIONS

- Implement a strict checklist or script prompts to ensure caller verification is completed consistently on every call, especially in high-risk categories like claims and complaints.
- Provide targeted training on empathy and call flow management for complex calls, focusing on active listening, de-escalation techniques, and clear summarization of next steps to improve resolution and customer satisfaction.

## CALL HIGHLIGHTS



### BEST CALL

Transcript Id: 5453142

Call Id: 177003\_1 [🔗](#)

- Clear explanation
- high rapport
- successful resolution with all evaluation metrics passed
- including strong summarization and next steps.



### COACHING CALL

Transcript Id: 5453182

Call Id: 177042\_1 [🔗](#)

- Multiple fails in active listening
- call closure
- call flow
- efficiency
- empathy
- and summarization
- leading to a frustrated caller and unresolved issues.

## COACHING FOCUS FOR NEXT WEEK

**Skill Area:** Caller Verification Compliance, Empathy & Rapport in Complex Calls

- Role-play scenarios focusing on verification steps and handling difficult customers.
- Review recorded calls with coaching on empathy techniques and summarization of next steps.

## SAMPLE CALLS

Call Id	Media Player Link	Performance	Score
5453154	<a href="#">Click</a>	Poor	54
5454408	<a href="#">Click</a>	Poor	74
5454472	<a href="#">Click</a>	Good	100
5454994	<a href="#">Click</a>	Poor	70
5455012	<a href="#">Click</a>	Good	100

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