

Agent Name: **Adam Gilchrist**

Period: **Mar 1, 2026 - Mar 31, 2026**

REPORT DETAILS



Team

Team B



Agent Reported Calls

69



Team Total Calls

507



Team Total Agents

7

Overall Performance Summary:

Category	Score (%)	Trend vs Last Month	Team Avg	Variance to Team
Average Talk Time	7:17 mins	-0:49 mins	6:07 mins	+1:09 mins
Total Score	93%	→ No change	94%	-1%
CX QA (Customer Experience)	97%	-2%	96%	+1%
Compliance QA	78%	-4%	79%	-1%
Business QA	95%	-5%	97%	-2%

Summary

Adam Gilchrist demonstrates strong overall performance across multiple customer interactions, consistently excelling in professionalism, empathy, communication clarity, and call flow efficiency. The agent reliably greets customers professionally, listens actively, and maintains a friendly and confident tone, contributing to positive customer experiences. However, there are recurring issues with caller verification and summarization of next steps, which occasionally impact compliance and call closure quality. While most calls flow logically and are handled efficiently, a few calls show lapses in verification and summarization, indicating areas for focused improvement. Performance is generally stable compared to last month and aligns closely with team averages, though slight declines in compliance and closing techniques warrant attention. Calls involving policy management and billing tend to have higher scores, whereas calls with complex claim or cancellation topics sometimes reveal minor inconsistencies. Overall, Adam is a reliable agent with clear strengths in customer engagement but would benefit from reinforcing compliance and call closure protocols.

AREAS FOR IMPROVEMENT

- Caller Verification Compliance
- Summarization & Next Steps Confirmation
- Closing Techniques to ensure complete resolution
- Empathy in specific billing-related calls

TOP STRENGTHS

Professional
Greeting and
Tone

Active Listening
and Empathy

Communication
Clarity without
Jargon

Call Flow and
Efficiency

PERFORMANCE TRENDS

Adam's current Business QA score (95) is slightly below last month's perfect 100 and the team average of 97, primarily due to minor dips in closing techniques and caller verification. Compliance QA has decreased from 82 last month to 78 currently, reflecting repeated failures in caller verification across several calls. Customer Experience QA remains strong at 97, consistent with last month and above the team average. Closing Techniques improved from a low 30 last month to 60 but still lag behind the team average of 59, indicating progress but room for growth. Overall QA score remains steady at 93, matching last month but just below the team average of 94. These trends suggest stable performance with targeted areas needing reinforcement, especially in compliance and call closure.

CALL INSIGHTS

EXPLANATION

Analysis of call metadata reveals that Adam performs best on calls related to policy management and billing & payments, where the agent consistently passes all evaluation metrics. Calls involving claims and cancellations show slightly more variability, particularly in caller verification and summarization. Calls with complex or sensitive topics such as company closure, policy cancellation, and claim status updates sometimes have lower compliance scores, indicating a need for heightened attention to verification and next steps in these contexts.

MOST COMMON TOPICS

Policy Management

Billing & Payments

Claims & Incidents

PERFORMANCE VARIATIONS

Performance is generally high across most call topics, but compliance issues with caller verification and summarization are more frequent in calls involving policy cancellation, claims, and company closure notifications. These calls tend to be more complex and emotionally charged, which may contribute to lapses in procedural adherence. Conversely, routine billing and payment calls show consistently high scores across all metrics.

HIGH SCORING TOPICS

Billing & Payments

Policy Management

LOW SCORING TOPICS

Claims & Incidents

Policy Cancellation

RECOMMENDATIONS

- Implement a standardized checklist or script prompt to ensure caller verification is completed on every call, especially for complex topics like claims and cancellations.
- Enhance training on summarization and next steps to improve call closure quality, ensuring customers leave with clear understanding and confidence.

CALL HIGHLIGHTS



BEST CALL

Transcript Id: 5458054

Call Id: 182307_1 [↗](#)

- Clear explanation
- high rapport
- successful resolution with all evaluation metrics passed including active listening
- professionalism
- and summarization.



COACHING CALL

Transcript Id: 5458095

Call Id: 182347_1 [↗](#)

- Missed caller verification and failed to summarize key points or confirm next steps
- impacting compliance and call closure quality.

COACHING FOCUS FOR NEXT WEEK

Skill Area: Caller Verification Compliance, Summarization & Next Steps

- Role-play scenarios emphasizing verification steps and call closure protocols.
- Review recorded calls with feedback sessions focusing on missed verification and summarization opportunities.

SAMPLE CALLS

Call Id	Media Player Link	Performance	Score
5458092	Click	Poor	
5458329	Click	Good	100
5458726	Click	Good	93
5459351	Click	Poor	
5459562	Click	Poor	

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