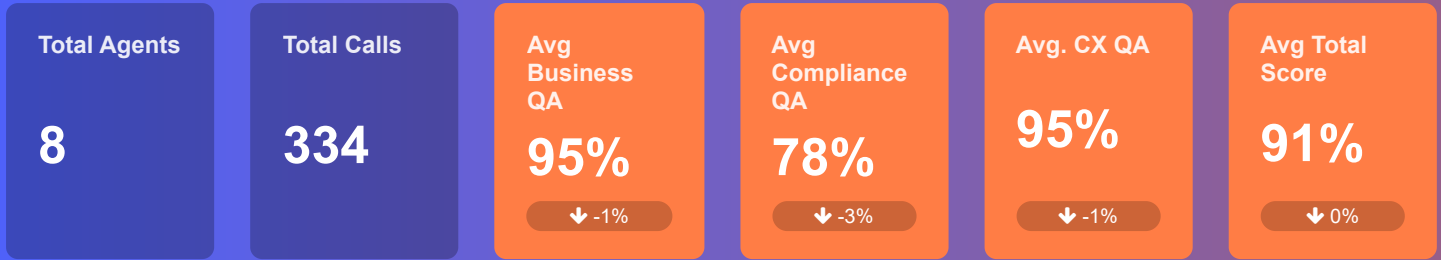


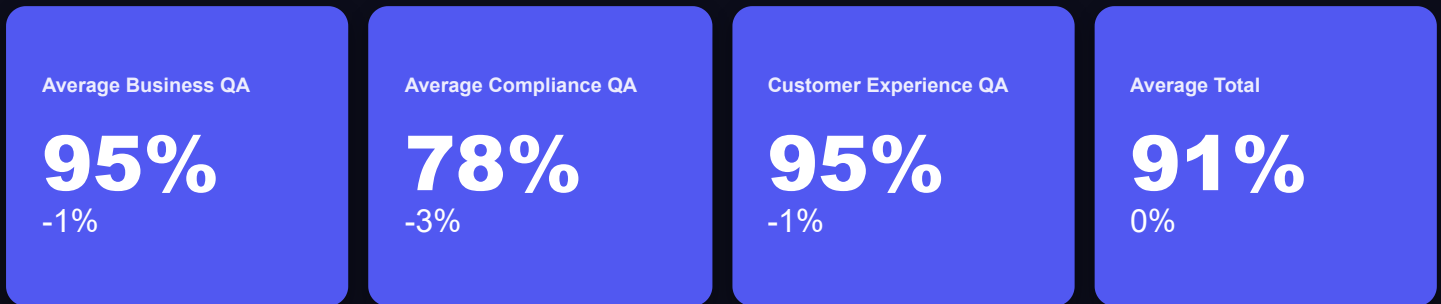
Team: **Team A**

Month: **Mar 2026**

EXECUTIVE SUMMARY



Performance Trend



Team Performance Stats

Agent Name	Rank	Total Calls	Business QA %	Compliance QA %	Customer Exp. QA %	Total Score %	Trend	Rank Change
Muttiah Muralitharan	1	38	100%	91%	99%	95%	+3	+3
Shane Warne	2	72	92%	72%	91%	90%	+7	+6
Ricky Ponting	3	67	98%	72%	94%	94%	0	+2
Michael Clarke	4	53	96%	82%	97%	89%	-4	-3
Brian Lara	5	49	88%	80%	86%	86%	-2	-3
Yuvraj Singh	6	8	90%	88%	94%	92%	-6	-3
Virat Kohli	7	29	96%	70%	98%	93%	+2	-1
Anil Kumble	8	18	99%	69%	100%	91%	+5	-1

Summary

Team A maintained a strong overall performance this month with an average total QA score steady at 91%, despite slight declines in Business QA (-1%), Compliance QA (-3%), and Customer Experience QA (-1%). The team handled a total of 334 calls distributed unevenly, with Shane Warne managing the highest volume (72 calls). Muttiah Muralitharan led the rankings with a 95% total score and a positive trend (+3), while Shane Warne showed the largest positive improvement (+7 trend, +6 ranking). Conversely, Yuvraj Singh experienced the most significant decline (-6 trend, -3 ranking). The team shows solid professionalism and communication skills but faces challenges in compliance consistency and verification processes. Ranking shifts indicate dynamic performance changes, with some agents improving notably and others needing targeted support.

Team Top Strengths

- Consistent professional greeting and polite call closure across agents
- Strong active listening skills contributing to effective call flow and efficiency
- Clear communication without jargon, enhancing customer understanding
- Demonstrated empathy and rapport building with callers
- Confidence and competence in handling billing, claims, and policy-related topics

Area of Improvements

- Caller verification compliance inconsistencies impacting regulatory adherence
- Summarization and confirmation of next steps lacking in some calls
- Variability in empathy and rapport, especially during complex or dispute calls
- Call closure professionalism needing reinforcement in challenging interactions
- Handling of automated or non-agent calls and security/fraud awareness gaps

Observation

Overall, the team demonstrates strong customer experience and business QA scores, reflecting effective call handling and professionalism. However, the dip in compliance QA highlights a need for focused coaching on verification and regulatory adherence. Workload distribution varies, with some agents managing significantly more calls, which may impact consistency. Continued emphasis on empathy and call closure will help sustain high customer satisfaction.

HIGH-SCORING TOPICS

Claim Status Update

Submit/Request Claim Documentation

Billing & Payments (Payment Setup or Change)

Policy Management (Policy Renewal Request)

Claims & Incidents

LOW-SCORING TOPICS

Caller Verification Compliance (aligned with compliance issues)

Complaints & Risk Management

Dispute Claim Outcome

Policy Cancellation

Security and Fraud Awareness

Coaching Focus

Skill Area	Action
Caller Verification Compliance, Empathy & Rapport	<ul style="list-style-type: none">Conduct role-play scenarios emphasizing verification protocols and empathetic responses.Review recorded calls with feedback sessions focusing on emotional intelligence and compliance adherence.
Call Closure & Summarization, Professionalism in Challenging Calls	<ul style="list-style-type: none">Role-play exercises focusing on effective call closure and summarizing next steps clearly.Paired coaching sessions to practice handling difficult interactions with confidence and clarity.
Active Listening, Handling Security and Compliance Calls	<ul style="list-style-type: none">Simulate security and compliance call scenarios to improve listening and verification accuracy.Shadow senior agents during complex calls to observe best practices in compliance and customer engagement.

Recommendations

- Implement targeted compliance training focusing on caller verification and regulatory adherence to improve QA scores.
- Establish regular call review sessions with paired coaching to reinforce empathy, summarization, and call closure skills.
- Balance call distribution to ensure workload equity and maintain consistent performance across all agents.

- Develop specialized workshops addressing low-scoring topics such as complaints management and security awareness.

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