**[](https://www.smartsheet.com/try-it?trp=11546&utm_source=integrated-content&utm_campaign=/content/quality-assurance-templates&utm_medium=Call+Center+Quality+Assurance+Scorecard+doc+11546&lpa=Call+Center+Quality+Assurance+Scorecard+doc+11546)CALL CENTER QUALITY ASSURANCE SCORECARD**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **AGENT NAME** |  |  |  |  |
| **DATE** |  |  |  |  |
| **PREPARED BY** |  |  |  |  |
|  | | | | |
| **NO.** | **QUESTIONS** | **NOTES** | **YES/NO** | **Score (1-10)** |
|  | **AGENT COMMUNICATION** |  |  |  |
| **1** | Question 1… |  |  |  |
| **2** | Question 2… |  |  |  |
| **3** | Question 3… |  |  |  |
|  | **PROBLEM SOLVING SKILLS** |  |  |  |
| **4** | Question 1… |  |  |  |
| **5** | Question 2… |  |  |  |
| **6** | Question 3… |  |  |  |
|  | **CALL PROCEDURES** |  |  |  |
| **7** | Question 1… |  |  |  |
| **8** | Question 2… |  |  |  |
| **9** | Question 3… |  |  |  |
|  | **TECHNICAL SKILLS** |  |  |  |
| **10** | Question 1… |  |  |  |
| **11** | Question 2… |  |  |  |
| **12** | Question 3… |  |  |  |
|  | **PRODUCT KNOWLEDGE** |  |  |  |
| **13** | Question 1… |  |  |  |
| **14** | Question 2… |  |  |  |
| **15** | Question 3… |  |  |  |
| **TOTAL SCORE** | | | | **0** |
| **TOTAL SCORE NEEDED TO PASS** | | | | **0** |

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