

ATTICA GOLD COMPANY

Inbound Call Quality Evaluation Form

Agent Name	Date	Call ID	Evaluator

Criteria	Max Score	Score
Opening & Greeting	10	
Listening & Understanding	15	
Probing & Questions	10	
Information Accuracy	15	
Branch Assistance	15	
Visit Planning	10	
Support & Confidence	5	
Feedback Capture	5	
Closing Quality	10	
Soft Skills	10	

Total Score: ____ / 100 **Rating:** Excellent / Good / Needs Improvement / Poor