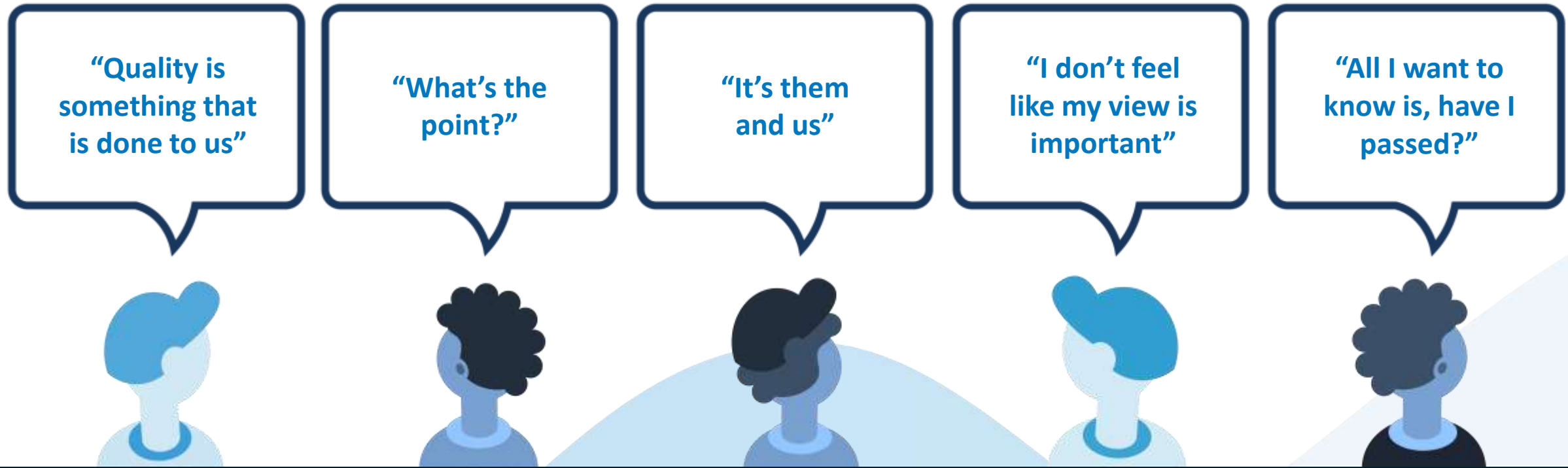


Using Quality to Engage your Agents & the Power of Agent Calibration



Reg Dutton, January 2019



Using Quality to Engage your Agents

- ☑ Involve agents in quality scorecard design.
- ☑ Give agents the data they need.
- ☑ Give agents the tools that they need.
- ☑ Take a balanced approach to feedback.
- ☑ Encourage the sharing of best practice.
- ☑ Get them calibrating.



The Value of Agent Calibration

- ☑ Break down those barriers – **it's all inclusive!**
- ☑ Improve appreciation and understanding of quality.
- ☑ Empowerment and ownership.
- ☑ Great conversations, greater engagement.



- ☑ Everything you need to evaluate, coach and engage agents.
- ☑ Includes a library of scorecards.
- ☑ Get started for free at evaluagent.com

