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'Call Center Quality Assurance amp Agent Engagement Solution

May 12th, 2018 - Over 30 managers in Allianz use Scorebuddy for quality monitoring their call center teams Staff lists are up to date unlike their previous system which was only updated annunally The managers have increased autonomy and ownership over their quality forms as they can instantly change their scorecards to what suits their needs'

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'Call Grading Template Excel Models

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'Sample Call Center Call Scoring Evaluation Form Items

September 17th, 2014 - Sample Call Center Call Scoring Evaluation Form Items call monitoring Below is a list of call scoring evaluation form items to include on your call scoring'

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