



Intermedia Contact Center AI Agent Evaluator

STREAMLINE QUALITY MANAGEMENT WITH AI AGENT EVALUATOR, POWERED BY SPARK AI

Effective quality management depends on how quickly supervisors can review the most important customer interactions and give agents relevant feedback consistently. AI Agent Evaluator streamlines the evaluation process using artificial intelligence to improve customer experiences and uncover insights into agent performance.



BENEFITS OF AI AGENT EVALUATOR

- Prioritize Key Conversations:** Randomly spot-checking interactions risks overlooking critical interactions. Automatically assign conversations to evaluate based on keywords or phrases mentioned (e.g., “cancel”, “not helpful”). Use sentiment analysis to further refine your search.
- Fast Track Evaluations:** Use templated scorecards for faster, objective assessments and track agent improvement. AI automatically creates transcripts, summaries, analyses evolving sentiment, identifies topics, and highlights agent behavior (e.g., talk speed, talk vs listen ratio) to expedite reviews.
- Better Customer Experiences:** AI Agent Evaluator makes it easier to boost agent performance through continuous feedback and uncover additional insights about what customers care about which can improve customer satisfaction and business growth.

FOCUSED REVIEW SELECTION

The Supervisor View provides a comprehensive overview of recorded agent interactions along with AI Sentiment Analysis, filters, and evaluation status designed to help supervisors focus on the right conversations.

Search for specific evaluations

Interaction Date

Evaluator Name

Easy filter dropdown menus

Create External Evaluation Button
Evaluate an employee based on activity done outside of the Contact Center

List of agents being evaluated

Additional Evaluation information

Type of Evaluation
Distinguish between Inbound/ Outbound Interactions or External Evaluations

Collaboration
See the status of evaluation results sent to a frontline user to review

Sentiment Analysis powered by Interaction Analytics and Artificial Intelligence (AI)
Save time and quickly identify and evaluate the conversations that matter most to your supervisors and admins based on sentiment scores of recorded interactions or transcribed conversations

Template Type
Create, duplicate an evaluation template of your choosing

Evaluation Status
Know instantly whether a frontline user's evaluation passed, failed, or is in progress

Acknowledgment
Track whether frontline users have reviewed the evaluation feedback and either agree or disagree with the final evaluation results

STANDARDIZED REVIEWS

Customized grading templates ensure consistent scoring criteria regardless of who is evaluating a customer interaction. Supervisors can choose from a variety of question types and establish pass/fail minimums.

Evaluations to improve customer service levels
Customized Evaluation Templates: Create new forms, clone forms, and set up multiple forms. Types of questions consists of Yes/No questions, multiple choice, and rating systems

Collaborate to stay on the same page
Collaboration is a process that involves Evaluator and the frontline user being evaluated. Multiple evaluators and the single frontline user can communicate via comments left on any or all the questions in the evaluation

Start collaboration - the agent will be allowed to review the evaluation and provide commentary on the evaluation scores for each section. You may review the agent's comments and optionally change scores where desired after the agent responds.

Complete evaluation - the agent will receive a notification that you have completed the evaluation. The evaluation answers and scores will be final when the evaluation is completed.

AI-POWERED REVIEWS

Use artificial intelligence to expedite reviews. Read the AI Summary to get a quick recap of the call. Use evolving sentiment analysis to see how the customer and agent mood changed over time. Leverage the transcript, call topics, and agent performance metrics, to quickly review the call and grade it.

Overall Sentiment Analysis

Summarizes the emotional tone of a conversation as positive, negative, or neutral. Supervisors can see percentage details by hovering over the icon.

Evolving Sentiment Analysis

Tracks sentiment changes for both agent and customer. Categories: Overall, Agent, and Customer sentiment. Helps supervisors understand sentiment, spot coaching opportunities, and highlight best practices.

In this scenario, the following means:

Overall: Neutral

Agent: Consistently positive

Customer: Dissatisfied at first, later positive

Sentiment		Positive	Neutral	Negative
Overall:	Mixed 😐	10%	50%	40%
Agent:	Positive 😊	60%	25%	15%
Customer:	Negative 😞	10%	0%	90%

Call Topics

Our Generative AI engine processes call transcriptions to categorize customer-agent conversations based on specific topics. It utilizes sentiment analysis to extract key topics from the conversations.

Color-Coded Sentiment:

The "Topics" feature utilizes color-coding to represent the sentiment associated with different conversation topics: green for positivity, red for negativity, and grey for neutrality. This visual cue streamlines interpretation and enables more efficient analysis of customer-agent interactions.

Color-Coded Sentiment: Transcription Line & Audio Segment

Each transcription line and its corresponding audio segment are color-coded based on the expressed sentiment. This visual cue allows supervisors to swiftly grasp the emotional tone of the conversation and track how it evolves throughout the interaction.

The screenshot shows a transcription interface with a 'Topics' section at the top containing 'Help', 'Technical problem', 'Product work', 'Login', 'Change', and 'Tech'. Below this, 'Keywords' include 'Technician' and 'Error'. A search bar shows 'Found 1 / 2' results. The transcription lines are color-coded: green for positive, red for negative, and grey for neutral. A tooltip for the 'Error' keyword is visible, and a play button for an audio segment is shown.

Keywords Finder

Allows supervisors to track specific keywords. For example, entering "Error" lets the AI Agent Evaluator find all instances in the transcript, enabling a detailed review of the context and outcomes.

Agent Performance:

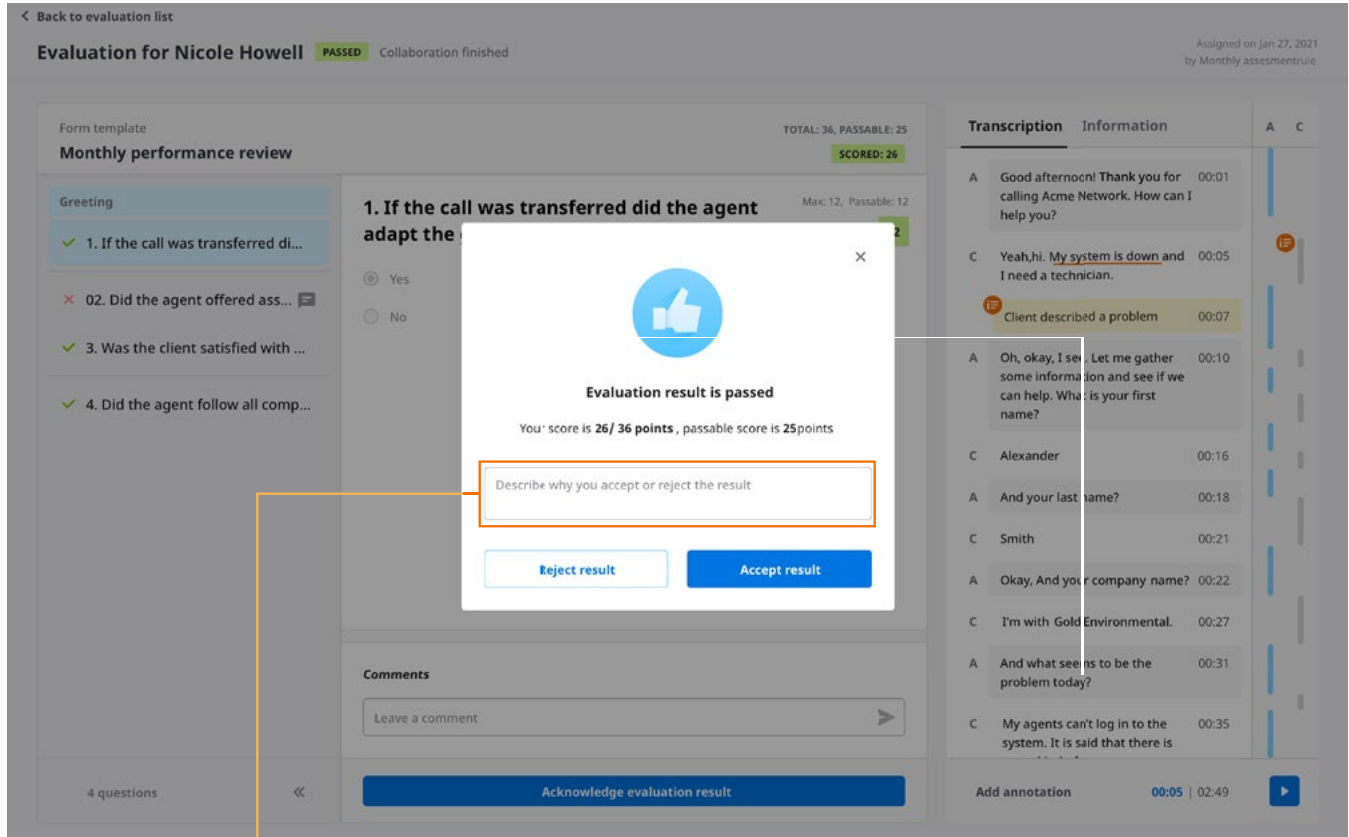
Headset Icon: offers key agent performance metrics:

Talk/Listen Ratio: Shows the balance between speaking and listening, e.g., 54/46, helping assess engagement.

Words per Minute (WPM): Indicates an agent's speaking speed, crucial for ensuring customer understanding and maintaining optimal call handle time.

INCREASE AGENT ENGAGEMENT

Share performance evaluations with agents, ensuring they receive timely and constructive feedback to understand their strengths and areas for improvement. Allow agents to provide their own feedback to evaluators to ensure agents feel their input is heard.



Send evaluations to frontline users

Once the evaluation is complete, the frontline user being evaluated can acknowledge the evaluation and either agree or disagree with the final evaluation results

QUESTIONS? CONTACT US TODAY!

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