

How to Give Contact Center Quality Feedback that Works



Three Keys to Positive Contact Center Feedback

- There are three critical things you can do to **ensure** that your feedback is received well:

✓ It must be delivered in a timely fashion.



✓ It must be phrased correctly.



✓ It must match your non-verbal cues.



Timelines

Phrasing

- Be neutral and objective
- Use data as backup
- Look at their point of view
- Tie feedback to goals
- Start with praise
- Be specific, not general
- Supplement feedback with examples
- Empower your agents

Non-Verbal Cues



How to Give Call Center Quality Feedback that Works

1. Use post-call surveys

2. Provide agents with call scoring evaluation forms

3. Take advantage of call center software reporting dashboards

4. Use positive language

5. Be simple and direct

6. Use a template

Call Monitoring Feedback Template for Training

- The following are three essential aspects of training:



Measurable

In other words, training needs to be results-focused. Create specific objectives and outcomes for each training session—not a corporate tick box.



Memorable

Training works well when it translates into new behavior. This happens when skills are not just heard but practiced and implemented.



Motivational

Trainers and the environment in which the training takes place should inspire energy and involvement.

