How to Give and Track Positive Agent Feedback in Contact Centers

Scorebuddy
QUALITY SCORING SYSTEM

The Value of Providing Positive Agent Feedback in Remote Contact Centers

✓ Companies that provide strength-based (positive) feedback see a **14.9 percent lower turnover rate**.

✓ **69 percent of employees** work harder when their efforts are recognized.

✓ Managers who receive positive feedback show **9 percent greater profitability**.

The Benefits of Scorecards for Giving and Tracking Feedback

● Scorecards are essential tools for **facilitating call center agent feedback**. Not only do they allow you to gather quality data on agent performance so that you have valuable objective evidence, **but they can help you illustrate both good and bad points that agents can then use to improve**.

Scorebuddy's quality assurance scorecards help you measure:

How well your remote agents recognized a customer's emotional needs/mood.

How well your remote agents provided the customer with their desired outcome.

If and how the customer's perception was changed positively or negatively by the conclusion of the interaction.

4 Creative Ways to Use Scorecards to Give Positive Feedback to Agents

1. Incentivize Productivity

It's important to realize that scorecards don't have to only focus on customer success. They can also recognize how well employees handle and improve critical business processes and how they personally adapt, innovate, and grow.

2. Offer Kudos and Rewards

Rewards are critical to success. Employees need to be motivated and driven to continue to improve and work harder. And that means they need to be recognized when they do well, especially when they go above and beyond.

3. Gamification

Gamifying customer experiences is an effective and fun way to promote productivity and improve employee performance. It uses kudos and rewards (which we discussed above) to encourage employees to participate by offering a "prize" for the best performance.

4. Ask Questions

Using scorecards to give feedback without starting a conversation is not very effective. In a remote work environment, especially, it can feel like you're aggressively micromanaging your team. Instead, you want your call center agents to feel like trusted and supported team members, which is why a conversation that asks questions is critical.