

# QA Calibrate Answer Key Entry

**QA Calibrate : Rating Entry Form**

**Rate the Call**  
 Call ID: 123456-1-1  
 Audio Link: <https://webconferencetecable.com/pltrk02art1rnl/>  
 Description: 1 testing question

**Behavior Ratings**  
 0 = Does not meet expectations  
 1 = Successfully meets expectations  
 2 = Exceeds expectations  
 3 = Exceptional  
 N/A = Not applicable

Call Behaviors	0	1	2	3	N/A	Enter comments and tips
<b>Ownership:</b> Did the agent demonstrate that I care and will own the problem in a way that gives the customer confidence and peace-of-mind?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
<b>Communication:</b> Did the agent clearly communicate in a way that appraises & relates to the customer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
<b>Call Control:</b> Did the agent confidently lead the customer down the right path effectively and efficiently?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
<b>Proactive/Future Value:</b> Did the agent proactively educate the customer on ANY pertinent facts that would prevent a callback?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

# QA Calibrate Ratings Result

The screenshot shows the QA Calibrate interface. At the top, there's a navigation bar with links for 'User Management', 'View Reports', 'Rate Call', and 'Submit Call'. The main heading is 'QA Calibrate : Rating Results For 123456-5-2'. Below this, it shows 'Your rating' as 'Overall 7 / 15 47% You can do better!'. A table titled 'Detailed Results' lists call behaviors with their respective ratings and keys.

Call Behaviors	Your Answer	Answer Key	Your Comments / Tips	Answer Key Comments / Tips
<b>Ownership:</b> Did the agent demonstrate that (s)/he cares and will own the problem in a way that gives the customer confidence and peace-of-mind?	3	2		
<b>Communication:</b> Did the agent clearly communicate in a way that appreciates & relates to the customer?	1	1		
<b>Call Control:</b> Did the agent confidently lead the customer down the right path effectively and efficiently?	0	2		

Supervisor (or Trainer / Auditor) gets **instant feedback** on his/her calibration of that call – calibrating to best-in-class, not the average

And commentary from the Expert Quality Calibrator who had entered the Answer Key

This commentary will provide:

- Rationale for why a 2 vs. 3
- Tips / What to listen for

# QA Calibrate Heat Map Report Example

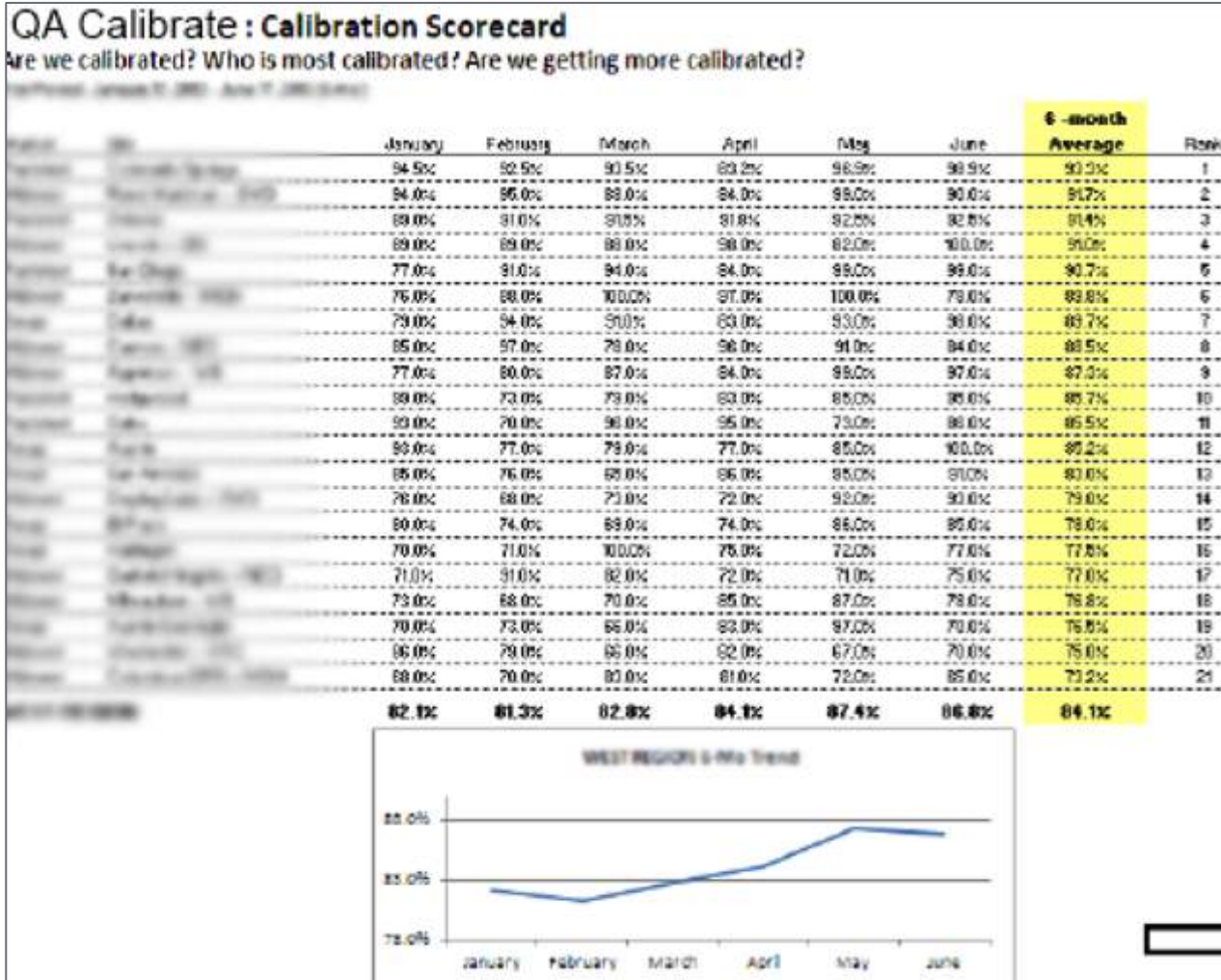
**QA Calibrate Dashboard: Heat Map**  
Which behaviors are we most / least calibrated on?

For Overall Scores of 2013: June 27, 2014 (2014)

		B1	B2	B3	B4	B5	B6	B7	B8	B9	C1	C2	C3	C4	C5	C6	6-mo Avg	
Team	Site	100%	95%	95%	86%	95%	95%	100%	90%	95%	100%	95%	100%	100%	100%	95%	100%	96.2%
Team	Division	100%	100%	95%	29%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.9%
Team	Region	100%	100%	100%	51%	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	94.9%
Team	Product Line	100%	100%	97%	28%	100%	97%	100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	94.2%
Team	Customer	100%	100%	100%	27%	91%	100%	100%	100%	100%	91%	100%	100%	100%	100%	100%	100%	95.9%
Team	Market	100%	100%	100%	28%	100%	100%	87%	96%	96%	100%	100%	100%	100%	100%	100%	100%	95.6%
Team	Segment	96%	96%	87%	87%	100%	100%	100%	100%	43%	96%	91%	100%	100%	100%	100%	100%	95.0%
Team	Channel	100%	100%	90%	35%	95%	95%	100%	100%	90%	95%	100%	100%	95%	100%	100%	100%	95.0%
Team	Partnership	100%	90%	58%	45%	97%	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	92.0%
Team	Other	100%	100%	95%	17%	97%	100%	90%	85%	97%	100%	100%	100%	100%	100%	100%	100%	91.7%
Team	Key Account	80%	85%	53%	70%	95%	90%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	91.5%
Team	Partner	100%	100%	100%	0%	86%	95%	90%	86%	100%	100%	100%	100%	100%	100%	100%	100%	90.5%
Team	Business Unit	91%	64%	64%	91%	82%	100%	100%	100%	100%	64%	100%	100%	100%	100%	100%	100%	90.5%
Team	Product	91%	96%	81%	57%	78%	74%	96%	100%	100%	74%	100%	100%	100%	100%	100%	100%	88.4%
Team	Market	90%	100%	90%	74%	97%	90%	90%	90%	18%	94%	77%	100%	100%	100%	97%	100%	87.1%
Team	Segment	97%	55%	66%	41%	86%	83%	100%	100%	100%	82%	100%	100%	100%	100%	97%	100%	85.7%
Team	Channel	83%	46%	46%	77%	77%	77%	100%	100%	100%	82%	100%	100%	100%	100%	100%	100%	84.6%
Team	Partnership	70%	100%	93%	60%	100%	70%	90%	95%	10%	95%	80%	100%	100%	100%	100%	100%	84.3%
Team	Key Account	72%	79%	76%	66%	86%	90%	90%	97%	7%	76%	76%	100%	66%	90%	86%	100%	77.2%
Team	Partner	69%	85%	89%	82%	82%	85%	77%	89%	23%	92%	77%	100%	58%	100%	100%	100%	75.8%
Team	Business Unit	9%	64%	64%	75%	45%	64%	100%	100%	9%	82%	55%	91%	55%	82%	100%	100%	66.1%
Overall Average		88%	88%	81%	51%	89%	90%	96%	95%	75%	90%	93%	100%	93%	98%	99%	100%	88.4%

**Calibration Heat Map**  
Which behaviors are consistently least / most calibrated? For which individuals, teams, sites, divisions?

# QA Calibrate Trending Report Example



## Calibration Trending Reports

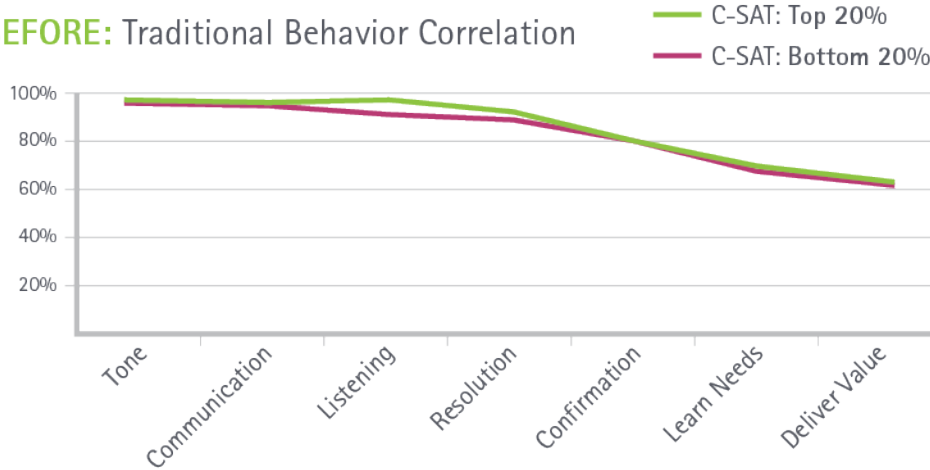
Have individuals, teams, sites, divisions, or enterprise been getting more calibrated over time?

# QA Calibrate Leniency Report Example

	Colorado Springs				Hollywood				Ontario				San Diego				Austin				Dallas				El Paso				Harlingen				San Antonio				MOH				Total	
	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3		
<b>On-Demand Call</b>																																										
B1	3%	92%	5%		20%	80%				87%	13%			67%	33%		8%	81%	12%		3%	79%	17%		9%	82%	9%		15%	77%	8%		7%	78%	15%		8%	52%	40%		241	
B2	29%	66%	5%		15%	80%	5%		10%	77%	13%			71%	29%		8%	81%	12%		45%	41%	14%		36%	64%			54%	31%	15%		30%	67%	4%		4%	8%	44%	44%	4%	241
B3	47%	50%	3%		45%	55%			42%	48%	10%		5%	90%	5%		35%	62%	4%		94%	62%	3%		36%	64%			54%	58%	8%		33%	59%	4%	4%	12%	56%	28%	4%	241	
B4	66%	32%	3%		70%	30%			45%	55%			29%	67%	5%		58%	42%			41%	55%	3%		91%	9%			77%	23%			70%	26%	4%		36%	48%	12%	4%	241	
B5	11%	84%	5%		5%	95%			3%	87%	10%			81%	19%		19%	81%			14%	62%	24%		18%	82%			23%	69%	8%		33%	63%		4%	4%	8%	64%	24%	4%	241
B6	8%	89%	3%		10%	90%			10%	77%	13%			90%	10%		31%	69%			17%	72%	10%			100%			23%	69%	8%		19%	74%	7%		4%	8%	72%	16%	4%	241
B7	100%				100%					100%			100%				96%	4%			100%				100%				100%			23%	100%				96%	4%			241	
B8	100%				100%				100%				100%				100%				100%				100%				100%				100%				96%	4%			241	
B9	100%				100%				100%				100%				100%				100%				100%				100%				100%				100%				241	
<b>Phone Sale</b>																																										
B1	24%	81%	16%		30%	55%	10%	5%	10%	52%	39%		10%	71%	19%		8%	69%	23%		28%	55%	14%	3%	91%	9%			31%	62%	8%		26%	48%	26%			44%	56%		241	
B2	18%	66%	16%			85%	10%	5%		55%	45%		5%	10%	86%		4%	62%	35%		21%	52%	24%	3%	36%	64%			15%	62%	23%		19%	56%	26%			36%	64%		241	
B3	21%	63%	16%		5%	90%	5%		10%	74%	16%			10%	86%	5%	12%	73%	15%		24%	62%	14%		36%	64%			31%	54%	15%		19%	59%	19%	4%		36%	64%		241	
B4	47%	21%	32%		40%	40%	20%		23%	23%	52%	3%		19%	67%	14%	8%	31%	58%	4%	24%	38%	28%	10%	27%	55%	18%		38%	46%	15%		26%	44%	22%	7%	28%	52%	36%	4%	241	
B5	18%	82%				95%	5%		3%	81%	16%			14%	81%	5%		96%	4%		10%	72%	14%	3%	55%	45%			38%	62%			11%	81%	7%		8%	52%	40%		241	
B6	13%	79%	8%		30%	50%	20%		10%	48%	42%	5%	5%	10%	67%	19%		92%	8%		10%	59%	28%	3%	36%	55%	9%		15%	46%	38%		15%	56%	26%	4%		48%	48%	4%	241	
B7	5%	87%	8%		10%	85%	5%		10%	52%	39%			90%	10%			69%	31%		10%	76%	10%	3%	91%	9%			23%	69%	8%		7%	59%	33%			36%	64%		241	
B8	3%	76%	21%		5%	85%	10%		10%	52%	39%			14%	76%	10%		69%	31%		3%	86%	10%			64%	36%		31%	23%	46%		11%	63%	22%	4%		36%	64%		241	
B9		76%	24%		15%	75%	10%		10%	74%	16%		5%	81%	14%			62%	38%			93%	3%	3%		91%	9%		8%	69%	23%		4%	70%	22%	4%	20%	76%	4%		241	
<b>Wireless Issue</b>																																										
B1		34%	63%	3%		80%	15%	5%		74%	26%			10%	67%	24%		42%	50%	8%		49%	41%	10%		36%	55%	9%		8%	85%	8%		33%	63%	4%		12%	84%	4%	241	
B2	3%	24%	74%			65%	30%	5%		61%	39%			10%	62%	29%		65%	31%	4%		45%	48%	7%		18%	73%	9%		8%	92%		4%	30%	56%	11%		16%	80%	4%	241	
B3		71%	26%	3%	10%	75%	15%		3%	84%	13%			14%	81%	5%		77%	23%			48%	38%	7%		64%	36%			38%	62%			37%	56%	7%		32%	64%	4%	241	
B4	45%	34%	18%	3%	35%	55%	5%	5%	26%	65%	10%			43%	57%		23%	69%	8%		17%	62%	17%	3%	27%	55%	18%		31%	31%	38%		22%	52%	26%		24%	40%	36%		241	
B5		79%	21%		5%	85%	10%			90%	10%		5%	10%	76%	10%		96%	4%			59%	38%	3%		27%	64%	9%		23%	77%		15%	37%	44%	4%		44%	56%		241	
B6		76%	21%	3%	5%	60%	30%	5%	3%	68%	29%		5%	5%	67%	24%		81%	19%			55%	31%	14%		64%	36%			31%	62%	8%		48%	41%	11%		40%	56%	4%	241	
B7	5%	68%	24%	3%		85%	15%			81%	19%			10%	81%	10%	15%	62%	23%		3%	72%	17%	7%		55%	45%			54%	46%		7%	56%	30%	7%		32%	64%	4%	241	
B8	18%	61%	18%	3%		85%	15%			81%	19%			14%	71%	14%	4%	85%	12%		3%	62%	21%	14%		73%	27%			46%	46%	8%	4%	52%	41%	4%		48%	44%	8%	241	
B9	24%	74%	3%		10%	75%	15%		6%	87%	6%		3%	67%			4%	88%	8%		3%	55%	34%	7%		73%	27%		7%	56%	33%	4%	4%	56%	36%	4%		241				
<b>Calibrated</b>	<b>83%</b>				<b>84%</b>				<b>86%</b>				<b>90%</b>				<b>87%</b>				<b>80%</b>				<b>79%</b>				<b>78%</b>				<b>81%</b>				<b>89%</b>				<b>84%</b>	
Exactly Right	55%				56%				56%				55%				55%				52%				53%				51%				55%				55%				55%	
w/ Margin of Error	28%				28%				31%				35%				32%				28%				26%				27%				26%				35%				30%	
<b>Not Calibrated</b>	<b>17%</b>				<b>16%</b>				<b>14%</b>				<b>10%</b>				<b>13%</b>				<b>20%</b>				<b>21%</b>				<b>22%</b>				<b>19%</b>				<b>11%</b>				<b>16%</b>	
Too Harsh	14%				12%				9%				1%				8%				13%				18%				17%				14%				4%				11%	
Too Lenient	4%				4%				5%				9%				5%				7%				3%				5%				5%				7%				5%	

# QA Calibrate Correlations Report Example

**BEFORE:** Traditional Behavior Correlation



**AFTER:** New Approach to Quality Behaviors

