



Reviewing an Evaluation

Written By: Brendon Welch

Help

Calls

Inbox

Agent Workspace

Off Queue

Inbox

Show All

No evaluations

Organization	Division	Email	Phone

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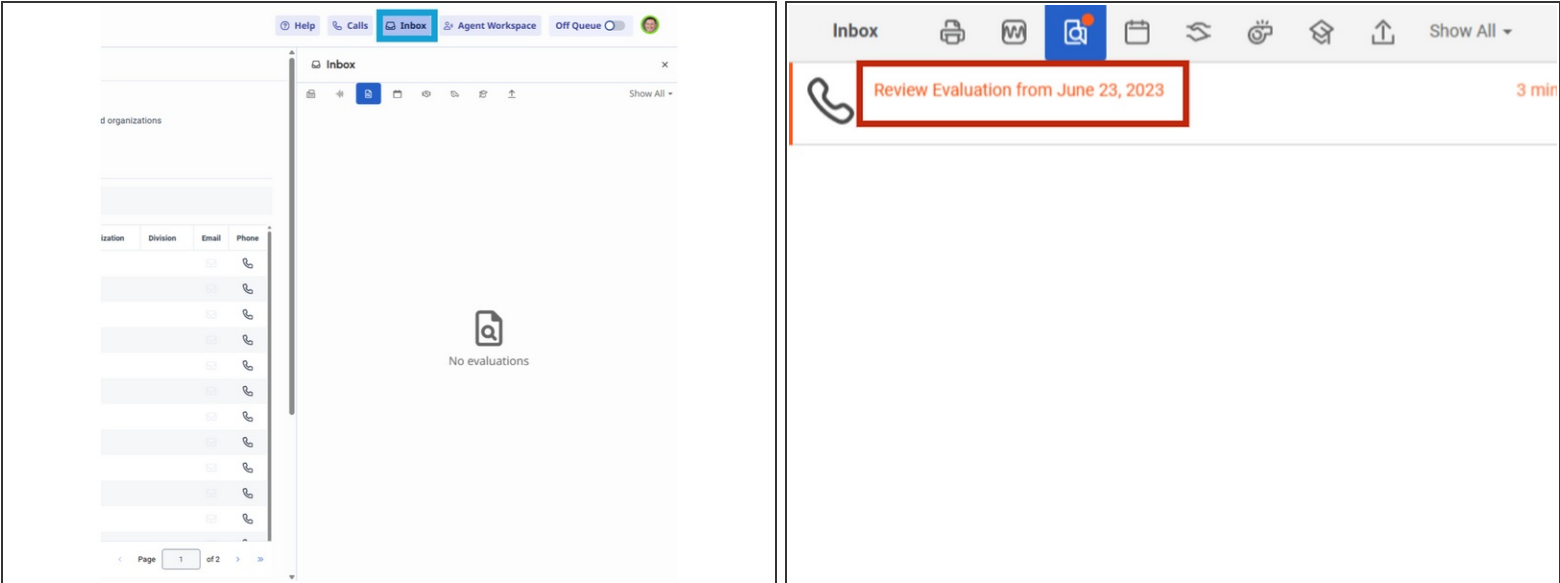
This document was generated on 2025-11-02 11:42:31 PM (MST).

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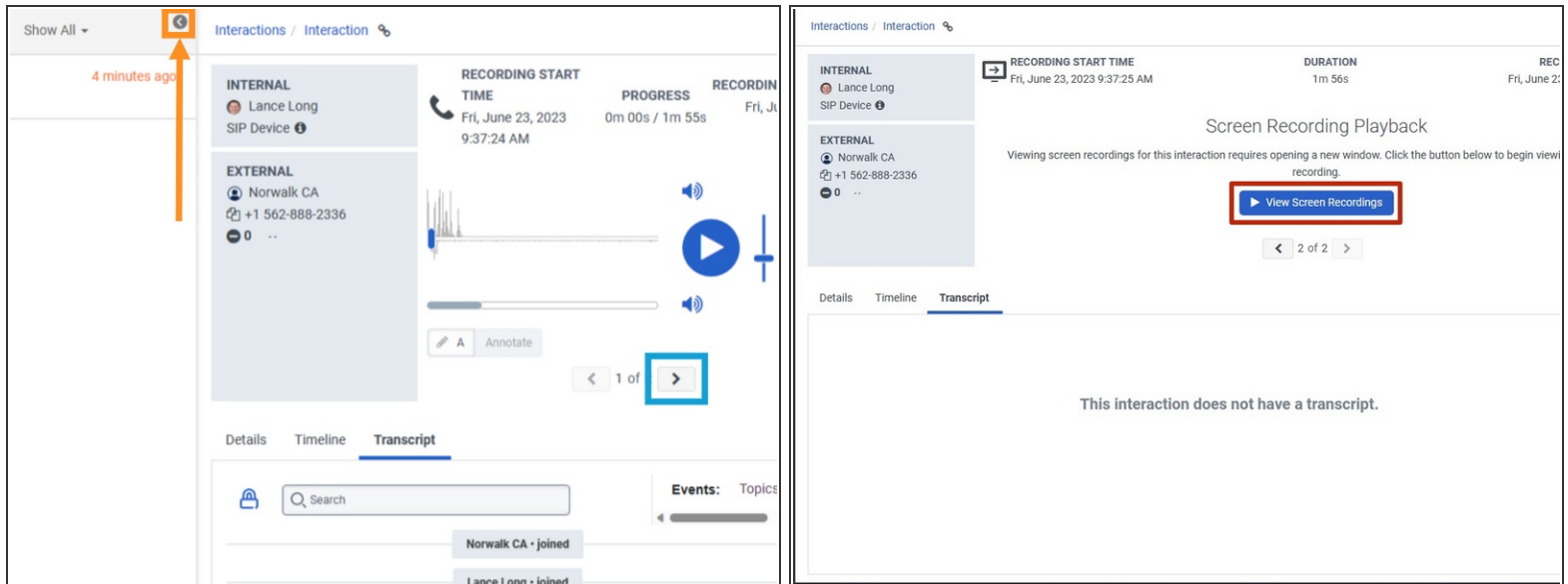
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Step 1 — Reviewing an Evaluation



-  **To review a completed Evaluation:**
-  Click on the **Inbox**
-  Click **Review Evaluation from...**

Step 2



★ To review the Evaluation in full screen:

- Click the **Minimize** < arrow

★ To view the screen recording playback:

- Click the **Right** > arrow
- Click **View Screen Recordings**

Step 3

RECORDING END TIME
Fri, June 23, 2023 9:39:19 AM

Carle HealthCare

No

0

6.4 Overall agent engagement with patient

Yes

1

No

0

Agent Comments

I have no comments, thank you!

I Have Reviewed This Evaluation

Save

Cancel

Scaled Scores

1 Greeting100.00% (100.00%)

2 Patient Search100.00%

3 Pre-reg and insurance100.00%

4 Scheduling83.33%

5 Ending/close/wrap up100.00%

6 Patient Experience100.00%

Score: 95.24%

Critical Score: 100.00%

- Your Evaluation is on the right side of your screen.
- Scroll down to review the Evaluation.
- If you need to add any notes to the Evaluation for the Evaluator to review:
- Add Agent Comments
- Check I have Reviewed This Evaluation
- Click Save

Step 4

My Evaluations

PerformanceStatusesEvaluationsInteractionsScheduleScorecardDevelopment

Lance Long

June 23, 2023

Evaluations	Avg Score	Avg Critical Score	Highest Score	Lowest Score	Highest Critical Score	Lc
1	95%	100%	95%	95%	100%	100%
Release Date / Tl...	Score	Critical Score	Evaluation Form Name	Evaluator	Reviewed By Agent	At
Jun 23, 2023 9:42 AM	95%	100%	Carle HealthCare	Brendon Welch		

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- To view your completed Evaluations:
- Go to My Evaluations in Analytics Workspace