

## *Web Evaluation Forms*



- Open Source to evaluate any voice file or other media
- Developed on Web 2.0 and .NET Technology
- Organize and standardize evaluation techniques
- Identify positive and negative trends in performance as it correlates with sales
- Multiple export formats
- Weight a section or question
- Connect the voice file, screen capture or any other media to the evaluation

Telecorp Products Inc. has provided affordable call center solutions for over 25 years. Telecorp develops, installs and supports all of their solutions from its corporate office in Walled Lake, Michigan.

Products also include real-time displays, historical reporting, and Wall Displays to keep your team organized and informed.

***Web Evaluation Forms are an affordable solution that can be used to evaluate any voice recording solution.***

**Unified Communication Solution: Web Evaluations**

# Web Evaluation Forms

## Web Evaluations Supports:

Web-based Accessibility  
Unlimited Agents & PBXs  
Reporting via E-mail  
Compatible with all voice recording systems



Web Evaluation is a browser-based application that allows the grading or scoring of activity as it pertains to contact centers. The application will allow users to create a set of forms with appropriate statements, or questions, along with definable grade scales that allow for the evaluation and scoring of activity.

## Some of the Features:

- Create appropriate forms based on a particular business requirement
- Create any number of pages, sections or statements
- Select from 12 pre-defined grade scales
- Weight the grade scales allowing more important activities to bias the final grade
- Generate reports for agents and other management
- Attach files to the evaluation that are associate with the review

Schedule a **FREE DEMO** to see why so many call center managers have chosen Web Evaluations to optimize their call center communications.

*For more information, visit [www.TelecorpProducts.com](http://www.TelecorpProducts.com) or call a Telecorp Sales Representative today at (800) 634-1012!*



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