How QA scores your calls

Last Modified on 11/23/2026 1:41 pm EST

Reader group: New agents
In a live knowledge base, only signed-in agents in training would see this page. It's public in this demo so you can explore.

Our quality team reviews at least 4 calls per agent each month. New agents get 2 a week during nesting, as coaching, not grading.

The scorecard has five areas. See the full scorecard for details.

- **Compliance**: verification, PCI, disclosures. These are pass or fail.
- **Accuracy**: the right answer, the right credit
- **Ownership**: no unnecessary transfers, clear next steps
- **Connection**: empathy, tone, listening
- **Documentation**: notes and wrap-up code