QA scorecard explained

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Reader group: Supervisors

In a live knowledge base, only signed-in supervisors and QA analysts would see this page. It's public in this demo so you can explore.

Area	Weight	Full points looks like
Compliance	Pass or fail	Identity verified, PCI steps followed, disclosures given. A fail sets the whole score to 0.
Accuracy	30%	Correct answer and correct credit, using the knowledge base
Ownership	25%	No unnecessary transfers; clear next steps; issue resolved or handed off warmly
Connection	25%	Empathy, tone, active listening, the customer's name used naturally
Documentation	20%	Three-line notes and the correct wrap-up code

Targets

- Monthly QA average of 90% or higher
- First contact resolution (FCR) of 80% or higher
- Customer satisfaction (CSAT) of 4.5 out of 5 or higher

If an agent marks an answer as wrong or missing in the knowledge base, it's a coaching win, not a deduction.