Calibration sessions

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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.

Calibration keeps scoring fair. Twice a month, supervisors and QA analysts score the same three calls separately, then compare.

1. The QA manager picks three calls, including one tricky one.
2. Everyone scores them alone in the QA portal before the session.
3. In the session, compare scores area by area. Talk through any gap of more than 10 points.
4. Agree on the right score, and update the scorecard guidance or the knowledge base if the gap came from unclear guidance.

Goal: every scorer within 5 points of the agreed score.