

## Veritape Call Scoring: our call measurement module

### Summary

Veritape Call Scoring, our call measurement module, lets users set their own call evaluation criteria, helping to focus training activities the right areas. Users can set up their own call scoring sheets quickly and easily, tailoring content to their business.

### What does Veritape Call Scoring do?

Call Scoring allows users to:

- > Appraise and review calls off-line, in their own time, reducing stress on contact centre agents
- > Save time and money: no waiting for calls to come in – calls are already stored ready for assessment
- > Build detailed individual and team performance reports which can support performance tracking
- > Call Scoring also gives agents the opportunity to self-assess themselves which can help to create an inclusive environment

And, using Call Scoring, your training courses can be assessed objectively and fairly, on a standardised basis. Veritape Call Scoring is an optional element of Veritape and can bring significant benefits to your business. For further information, visit [www.veritape.com](http://www.veritape.com) or call **0845 899 5500**.