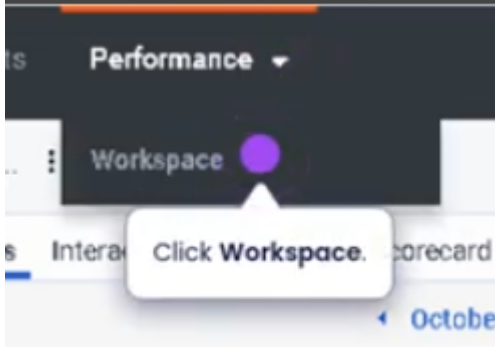
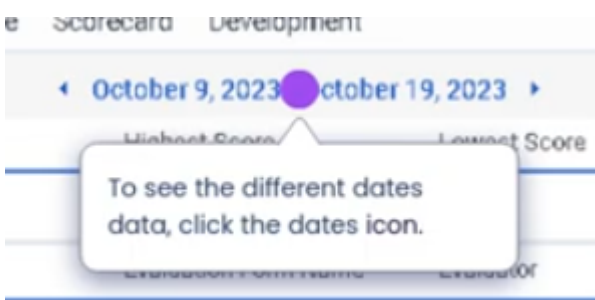
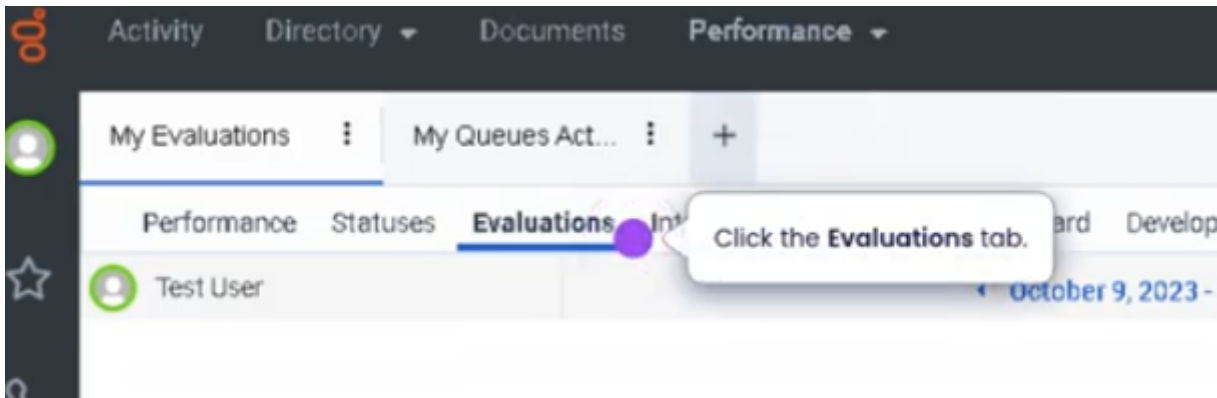


Genesys Cloud - Admin - My Evaluations



[Avg Critical Score High] (<https://wiki.tinod.net/uploads/images/gallery/2026->



My Queues Act... +

uses **Evaluations** Interactions Schedule Scorecard Development

October 9, 2023 - October 19, 2023

PRESETS

- Current interval
- Today
- Yesterday
- This week
- Last week
- Previous 7 days
- This month
- Last month
- Previous 30 days

Interval

- Day
- Week
- Month

October 2023							October 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30	31					29	30	31				

12 : 00 AM

10/09/2023 12:00 AM START

Select your custom date and click the arrow.

Click Queue Activation.

ghost Critical Score Lowest Critical Score

viewed By Agent Agent Comments

My Evaluations | My Queues Act... | +

Performance | Statuses | **Evaluations** | Interactions | Schedule | Scorecard | Development

Test User | October 9, 2023 - October 19, 2023

Evaluations	Avg Score	Avg Critical Sco..	Highest Score	Lowest Score	Highest Critical ...	Lowest Critical ...
-	-	-	-	-	-	-

Release Dat.: Score | Critical Score | Evaluation For... | Evaluator | Review

No data available

QUEUE ACTIVATION

- Test Queue

Choose the queues you want to view evaluations for.

Click Filter.

Search for filters

Search for evaluation forms

! You can only select one evaluation form filter

FILTERS

EVALUATION FORM

Search [] Off Queue

gent

October 19, 2023 ▶

Highest Critical ... Lowest Critical ...

Reviewed By A... Agent Comments +

FILTERS [x]

Search for filters []

EVALUATION FORM

Search for evaluation forms []

ⓘ You can only select one evaluation form filter

Search for evaluations previously completed.

Search [] Off Queue

EXPORT [x]

+ Files will be delivered to your Genesys Cloud inbox

2023-10-18 Agent Evaluation Detail

Selected Columns

Show Advanced Options

csv [v] **Export**

My Evaluations (Genesys Cloud Quality Management)

Summary

The **My Evaluations** section in Genesys Cloud allows agents to **review quality evaluations that supervisors or quality analysts have completed on their interactions**. These evaluations are part of the **Quality Management (QM)** framework and are used to assess agent performance based on predefined evaluation forms and scoring criteria.

Agents can view **scores, evaluator comments, questions from the evaluation form, and interaction recordings or transcripts**, depending on configuration. This feature promotes transparency and helps agents understand how their interactions are measured and where improvements can be made.

Utilization

Use Case	Description
Performance review	Agents review scores assigned to evaluated interactions
Self-improvement	Agents identify strengths and improvement areas
Coaching preparation	Agents review evaluations before coaching sessions
Quality assurance tracking	Supervisors and agents monitor performance trends
Interaction learning	Agents replay recordings to understand feedback

The **My Evaluations** view allows agents to stay informed about **quality standards and personal performance metrics**.

Best Practices

Practice	Reason
Review evaluations regularly	Helps agents stay aware of performance expectations

Practice	Reason
Read evaluator comments carefully	Provides context behind scoring decisions
Listen to interaction recordings when available	Helps understand what occurred during the interaction
Identify recurring feedback patterns	Supports long-term improvement
Discuss unclear feedback with supervisors	Ensures proper understanding of expectations
Apply coaching recommendations	Improves service quality and evaluation scores

Example Scenarios

Scenario 1 – Agent Reviews Evaluation Score

Supervisor evaluates recorded interaction



Evaluation is released to the agent



Agent opens My Evaluations view



Agent reviews scorecard and feedback

Scenario 2 – Preparing for Coaching Session

Agent receives notification of evaluation



Agent reviews scoring details



Agent listens to interaction recording



Agent prepares questions for supervisor

Scenario 3 – Identifying Performance Trends

Agent reviews multiple evaluations



Agent notices recurring feedback



Agent adjusts communication approach



Future evaluations reflect improvement

Key Benefits

Benefit	Explanation
Transparent performance feedback	Agents can clearly see how interactions are evaluated
Continuous improvement	Helps agents refine communication and service skills
Coaching support	Evaluations serve as a basis for coaching sessions
Quality standard alignment	Ensures agents follow organizational service guidelines
Performance visibility	Agents track personal development over time

Revision #1

Created 11 March 2026 21:21:18 by Cesar Gzz

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