

Genesys Cloud - Admin - Released Evaluations

The screenshot displays the Genesys Cloud Admin interface. On the left is a dark sidebar with icons for home, chat, video, call, inbox, settings, and user profile. The main content area is titled "Genesys Cloud Admin" and features a search bar. Below the search bar are four menu sections: "Account Settings" (Subscription, Genesys Add Ons, Organization Settings), "People & Permissions" (People, Roles / Permissions, Authorized Organizations, Divisions), "Documents" (Workspaces), and "Telephony" (Topology, Metrics, Trunks, Sites, Edge Groups, Edges, Phone Management, Certificate Authorities). A callout box points to the inbox icon in the sidebar with the text "Click Inbox."

Genesys Cloud Admin

Search

Account Settings

- Subscription
- Genesys Add Ons
- Organization Settings

People & Permissions

- People
- Roles / Permissions
- Authorized Organizations
- Divisions

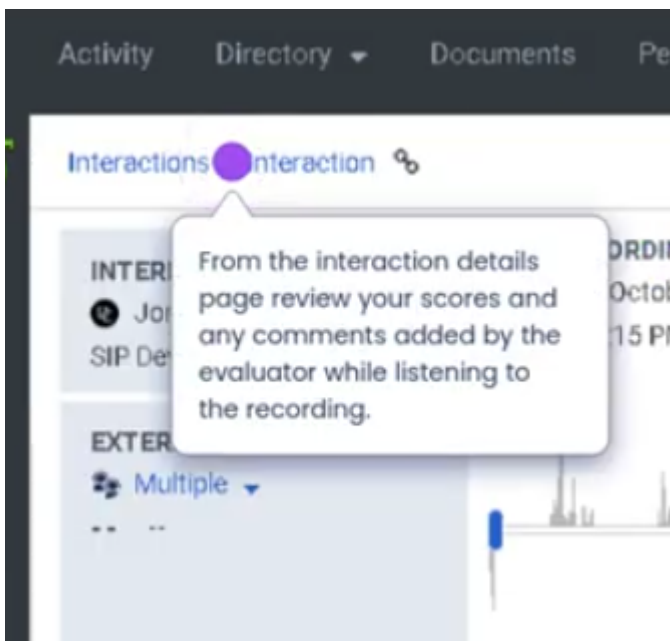
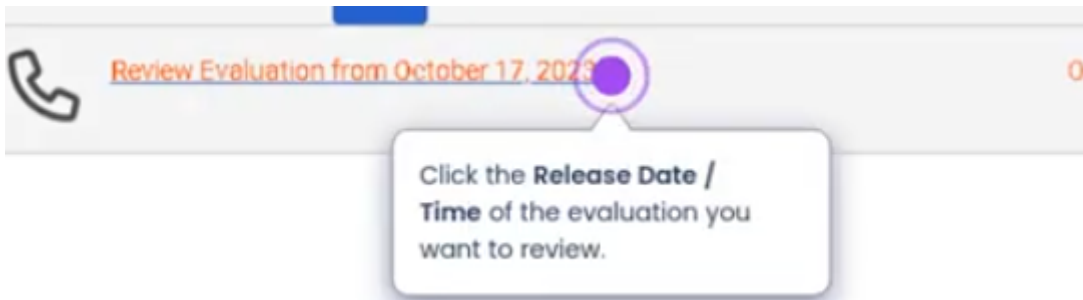
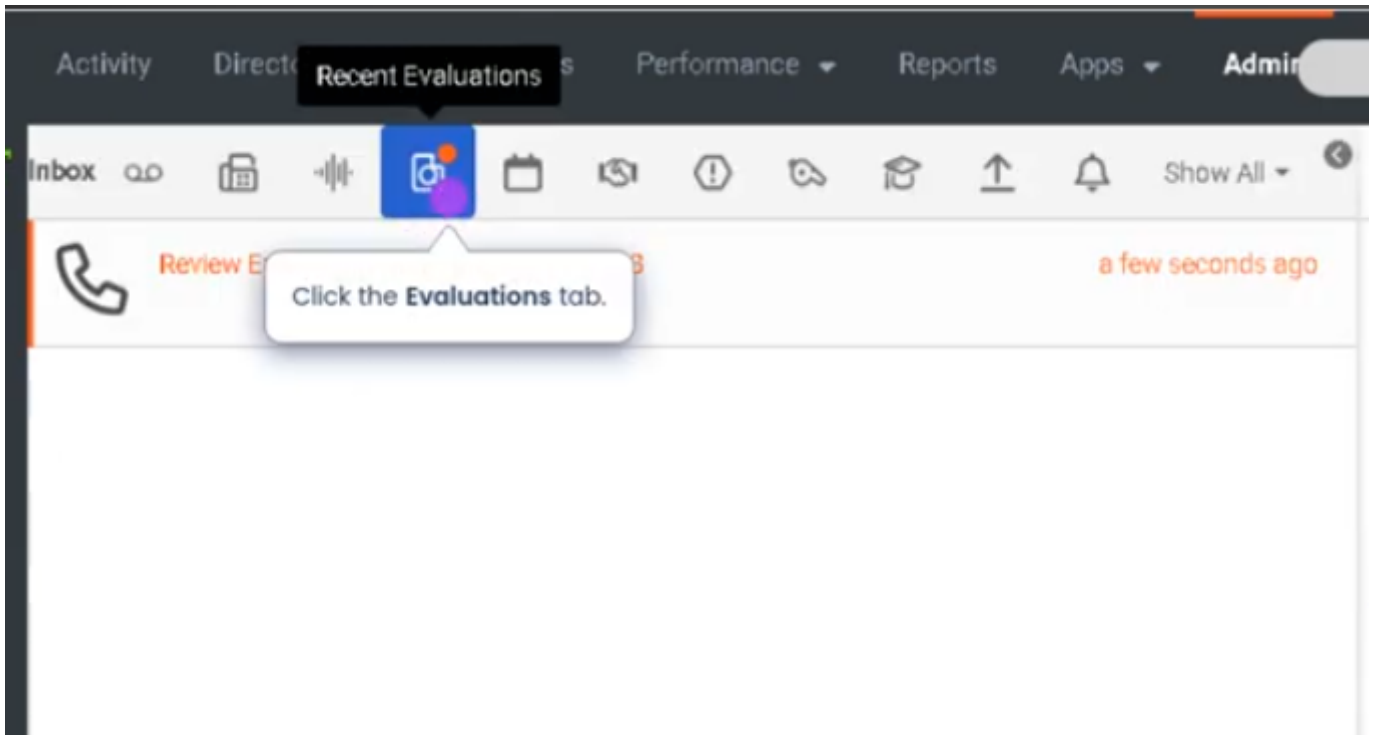
Documents

- Workspaces

Telephony

- Topology
- Metrics
- Trunks
- Sites
- Edge Groups
- Edges
- Phone Management
- Certificate Authorities


Click Inbox.



RECORDING START TIME
Tue, October 17, 2023
4:05:15 PM

PROGRESS
0m 00s / 1m 06s

RECORDING END TIME
Tue, October 17, 2023
4:06:22 PM



Adc Annotate

Test Evaluation

1.1 How was the agent interaction with the customer?

Great 2

Good 1

Poor 0

1.2 Is there room for improvement for the agent?

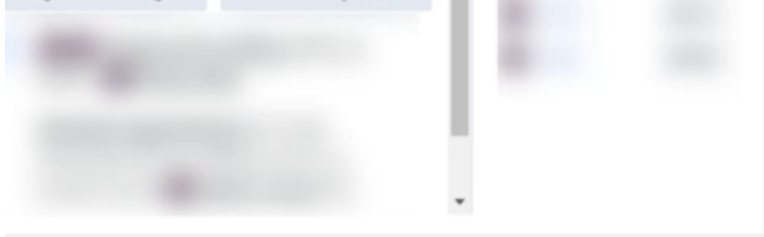
Yes 1

No 0

Quality Summary **Transcript** Audit Trail

Nolan, Jonathan • joined

Program • Test Progr... Transcribed by Gene...



Review your scores and any comments added by the evaluator while listening to the recording. To add your comments to the evaluation, click under **Agent Comments**.

Agent Comments

Thank you|

I Have Reviewed This Evaluation

Save Cancel

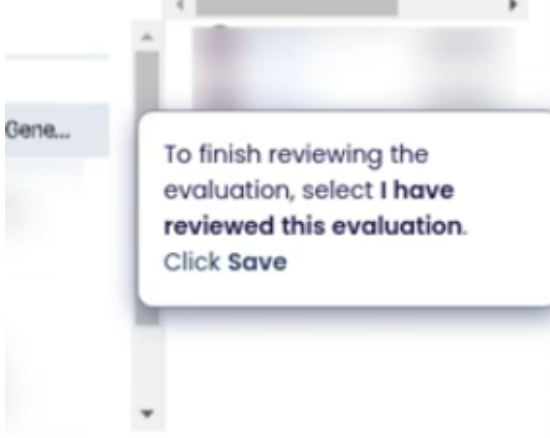
Scaled Scores

1 Test Question 1	100.00%
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Score: 100.00% Critical Score: 0.00%

Schedule Coa...

Events: Topics **Positiv**



To finish reviewing the evaluation, select **I have reviewed this evaluation**. Click **Save**

Thank you|

I Have Reviewed This Evaluation

Save Cancel

Scaled Scores

1 Test Question 1	100.00%
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Score: 100.00% Critical Score: 0.00%

Evaluations	Avg Score	Avg Critical Score	Highest Score	Lowest Score	Highest Critical Score	Lowest Critical Score
	100%	-	100%	100%	-	-

Release Date / Time	Score	Critical Score	Evaluation Form Name	Evaluator	Reviewed By Agent	Agent Comments
Oct 17, 2023 4:19 PM	100%	0%	Test Evaluation			

Released Evaluations (Genesys Cloud Quality Management)

Summary

Released Evaluations in Genesys Cloud refer to quality evaluations that have been **completed by a supervisor or evaluator and made available to the agent for review**. Once an evaluation is released, the agent can view the scorecard, feedback, and scoring details related to a specific interaction.

Released evaluations are an important part of **Quality Management (QM)** because they provide transparency into performance assessments, coaching opportunities, and improvement areas based on recorded interactions such as voice, chat, email, or messaging.

Utilization

Use Case	Description
Performance review	Agents review evaluation scores and feedback from supervisors
Coaching and training	Supervisors use evaluations to identify improvement opportunities
Quality assurance tracking	Organizations monitor service quality and compliance
Interaction analysis	Evaluations help identify patterns in customer interactions
Agent development	Agents use feedback to improve communication and service skills

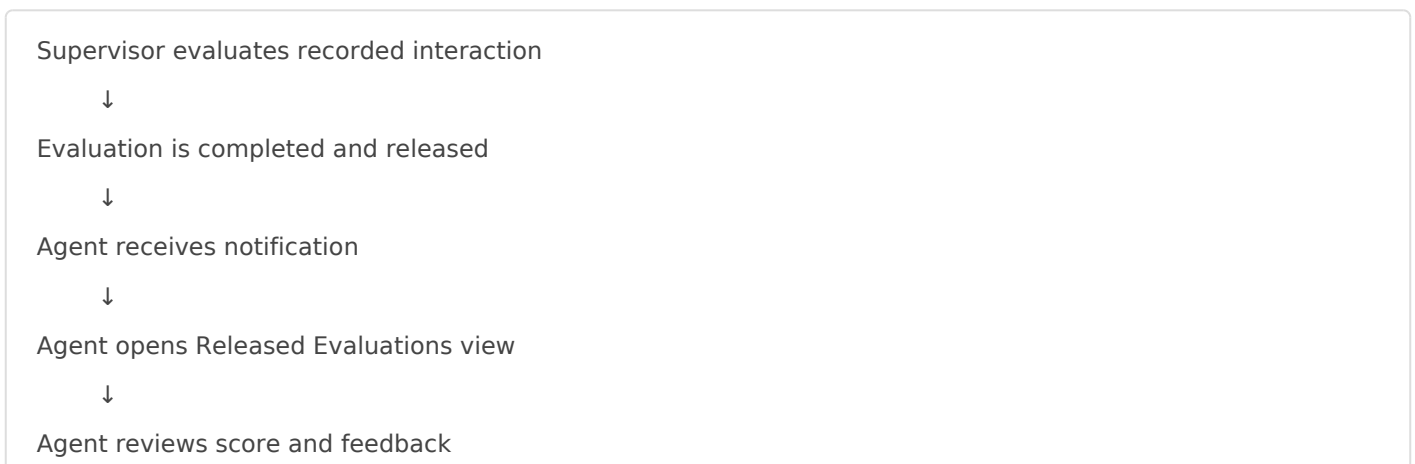
Released evaluations ensure that agents can **review and understand performance expectations and scoring criteria**.

Best Practices

Practice	Reason
Review evaluations promptly	Helps agents understand feedback while interactions are still fresh
Carefully read evaluator comments	Provides context behind scoring decisions
Use evaluations for self-improvement	Identifies opportunities to improve service quality
Discuss unclear feedback with supervisors	Promotes learning and alignment on expectations
Track evaluation trends over time	Helps agents monitor performance improvement
Follow coaching recommendations	Supports continuous development and quality improvement

Example Scenarios

Scenario 1 – Agent Reviews Performance Evaluation



Scenario 2 – Coaching Session Based on Evaluation

Evaluator completes interaction evaluation



Evaluation released to agent



Agent reviews evaluation results



Supervisor schedules coaching session



Agent receives guidance for improvement

Scenario 3 – Performance Trend Monitoring

Agent reviews multiple released evaluations



Agent identifies recurring feedback themes



Agent adjusts communication approach



Future evaluations show improved performance

Key Benefits

Benefit	Explanation
Transparent performance feedback	Agents clearly see how interactions are evaluated
Continuous improvement	Supports coaching and skill development
Standardized quality scoring	Ensures consistent evaluation criteria
Improved customer experience	Quality feedback leads to better interactions
Accountability and learning	Agents understand strengths and improvement areas

Revision #2

Created 11 March 2026 18:57:51 by Cesar Gzz

Updated 11 March 2026 21:39:46 by Cesar Gzz