

20 Call Center QA Metrics

- Empathy Score
- Active Listening
- Clarity of Explanation
- Professional Tone and Language
- Customer Effort Indicators (QA-Aligned)
- Correct Offer Presentation
- Needs Discovery Accuracy
- Objection Handling Quality
- Save Attempt Compliance
- Resolution With Retention
- Required Disclosure Compliance
- Authentication and Verification Accuracy
- Script Adherence
- Critical Error Rate
- Policy Adherence
- First-Call Resolution Indicators (QA-Based)
- Correct Escalation Rate
- Call Control
- Repeat Contact Risk
- After-Call Work Accuracy