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[54] **METHOD AND SYSTEM FOR AUTOMATICALLY MONITORING THE PERFORMANCE QUALITY OF CALL CENTER SERVICE REPRESENTATIVES**

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379/88; 379/85

[58] Field of Search **379/134, 135,**
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[57] ABSTRACT

A method and system permit monitoring the performance of a call center agent or similar service representative in servicing calls in a call center by determining an interval within which to monitor the service representative's performance in responding to calls, as well as by determining a number of calls or length of time for monitoring the representative within the interval. The invention automatically and randomly determines the precise time within the interval for monitoring the agent for a pre-determined period of time or for a pre-determined number of calls and records the performance of the service representative at the automatically and randomly determined time with or without notification to the agent. The recorded performance may then be listened to and annotated by a call center supervisor. This provides the call center supervisor with an automated method and system for scheduling and monitoring the performance of call center agents or service representatives that is consistent and equitable among all monitored agents.

17 Claims, 10 Drawing Sheets

