

Hexaware

Smart Evaluation

AI- Powered Automated Quality Scoring and Agent Evaluation

Structured Evaluations, One Centralized View

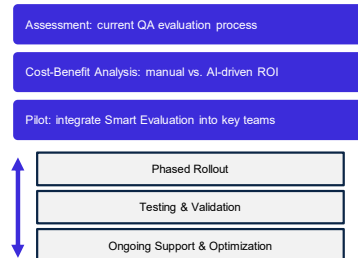
Smart Evaluations is a centralized QA dashboard that helps supervisors assess and improve agent performance through structured evaluations, automated scoring, and performance insights. It brings evaluation summaries, quality scores, feedback, and trends into a single view, enabling faster coaching, calibration, and compliance monitoring.

Hexaware helps organizations implement and scale Smart Evaluations through a structured rollout, delivering faster deployment and measurable QA improvement.

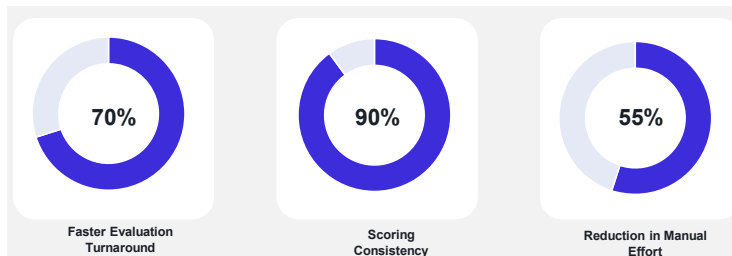
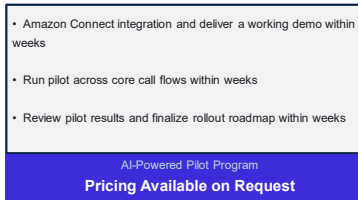
Why Move from Manual Evaluations to Smart Evaluation?

ELIMINATE	• Manual scorecards & spreadsheets • Time-consuming evaluation process • Inconsistent scoring across evaluators
BOOST	• Centralized dashboard for evaluation tracking • Standardized scoring & quality ratings • Performance trend analysis & coaching insights

Move Fast with a Guided Rollout



Next Steps? — Join Our Pilot Program



To kick-start your app-based calling journey, please contact your Hexaware representative.

Learn more at <https://www.hexaware.com>

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