

Weekly Performance Summary



Agent self-review snapshot for 1:1 preparation

HOW TO USE THIS TEMPLATE

Agents should complete this before their 1:1 session. Fill in the week's key numbers, mark the trend for each metric, and note your best call and what you'd like to discuss. Bring it to the session — it puts you in the driving seat of the conversation.

AGENT NAME

WEEK COMMENCING

TEAM / SUPERVISOR

Key Metrics This Week

METRIC	THIS WEEK	LAST WEEK	TARGET	TREND
Calls Handled				UP DOWN FLAT
Avg Handle Time				UP DOWN FLAT
CSAT Score				UP DOWN FLAT
QA Score				UP DOWN FLAT
First Call Resolution				UP DOWN FLAT

My Best Call This Week

CALL REFERENCE

DATE

WHAT MADE IT GOOD?

What Went Well This Week

Challenges or Difficult Calls

What I Want to Discuss in My 1:1