

# Designing evaluation forms

Contact center supervisors can design various evaluation forms for consistent scoring of agent interactions. In order to setup an evaluation project, at least one evaluation form has to be defined.

The solution is shipped with a default evaluation form, which consist of a general set of questions providing a good starting point for designing your quality assurance process.

- [Evaluation form list](#)
- [Evaluation form details](#)
- [Using the form designer](#)
- [Skill list](#)
- [Skill details](#)