Call Scoring

Ensure agent-led calls are handled with prompt, consistent, and accurate responses.

Agent	Conversation	Recording	Call Score
Ginny L.	👁 View	▶ Play	97%
Mia T.	👁 View	▶ Play	93%
Mason J.	👁 View	▶ Play	50%
Cam O.	👁 View	▶ Play	68%
Kat K.	👁 View	▶ Play	91%

With EliseAI's call scoring tool, there's no need for mystery shopping or manual call sampling. Automatically score every prospect call to ensure consistent, high-quality interactions from your leasing team.

Visibility Into Every Agent-Led Call

Maintain quality control with call recordings, detailed reports, and insights for every inbound and outbound call.
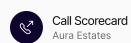
Save on Mystery Shopping Costs

Track and evaluate agent performance with real-time metrics and insights on the same platform they use for calls.

Adaptable Scoring Metrics

Call scoring metrics can be updated anytime, giving users full control over the leasing experience and quality assurance efforts.

Call Scorecard
Aura Estates

✓ Answer with name of the community
Identify their name
Ask about size of apartment needed?
Determine move-in date?

Customize Metrics Important to Your Community

Customize your scoring to focus on what matters most to your community, like asking for a prospect's name or determining their move-in date. Our AI automatically records and scores every call based on your chosen metrics.
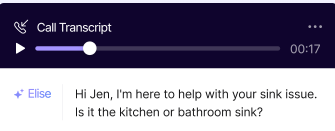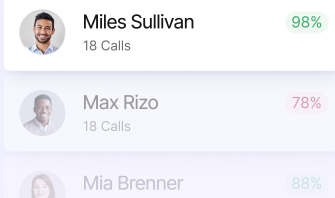
Call Transcript
▶ ————————●———————— 00:17

✦ Elise — Hi Jen, I'm here to help with your sink issue. Is it the kitchen or bathroom sink?

Maximize Agent Performance With VoiceAI

VoiceAI seamlessly integrates with EliseCRM, handling over 70% of calls with consistent, human-like responses, saving agents time and allowing them to focus on high-value tasks.

Miles Sullivan — 98%
18 Calls

Max Rizo — 78%
18 Calls

Mia Brenner — 88%

View Reporting at Agent or Organization Level

View performance at any level, whether comparing onsite and centralized leasing agents or evaluating different buildings in your community.

EliseAI

Reach out to sales@meetelise.com to learn more.