

How May I Help You?

Call Log/Evaluation

Company Name: **Sears Home Repair**

Number: **800-469-4663**

Category: **Retail**

Final Total: **90.9 %** Rank: **1**

What to Say: The CBC caller will be calling Chapters/Indigo and Amazon.ca to find out the status of a current order. For Sears, they will be asking if their washer/dryer is under warranty (for this request, specific information will be provided).

CALL LOG			
CALL 1			
WEEK DAY			
<div style="text-align: center;">Time</div> <div style="text-align: center;">16 seconds</div> <div style="text-align: center;">24 secs</div>	<div style="text-align: center;">Action</div> <div style="text-align: center;">Immediately answered by machine.</div> <div style="text-align: center;">English/French offered.</div> <div style="text-align: center;">Put in queue.</div> <div style="text-align: center;">Answered by person who helped me.</div>		

CALL 2 WEEK NIGHT			
<p>Time</p> <p>30 secs</p> <p>1:13</p> <p>6:13</p>	<p>Action</p> <p>Answered by machine</p> <p>English/French option given</p> <p>queue</p> <p>Answered by machine that tells me an agent will be with me soon – comes back regularly</p> <p>Speak with person who helps me.</p>		

CALL 3 WEEK END			
<p>Time</p> <p>20 secs</p> <p>30 secs</p> <p>45 secs</p> <p>55 secs</p> <p>1:01</p>	<p>Action</p> <p>Machine answers.</p> <p>English/French option.</p> <p>Menu</p> <p>2nd menu</p> <p>3rd menu</p> <p>In queue</p> <p>Person answers and helps me.</p>		

PART 1 – AUTOMATED SYSTEM

1/ Exiting Automated System

Note: if a human answers the phone directly, please score 65 and move to Part 2 (question 8)

CALL 1						
0	5	10	15	20	65	Total 20
Unable to Navigate Out of AS	Placed in queue after more than 2 mins navigating menus	Placed in queue after 1-2 mins navigating menus	Placed in queue after 30 secs to 1 min navigating menus	Placed in queue after 30 secs or less navigating menus	Placed in queue after 30 secs or less navigating menus	Human answers call immediately (go to part 2)
CALL 2						
0	5	10	15	20	65	Total 20
Unable to Navigate Out of AS	Placed in queue after more than 2 mins navigating menus	Placed in queue after 1-2 mins navigating menus	Placed in queue after 30 secs to 1 min navigating menus	Placed in queue after 30 secs or less navigating menus	Placed in queue after 30 secs or less navigating menus	Human answers call immediately (go to part 2)
CALL 3						
0	5	10	15	20	65	Total 15
Unable to Navigate Out of AS	Placed in queue after more than 2 mins navigating menus	Placed in queue after 1-2 mins navigating menus	Placed in queue after 30 secs to 1 min navigating menus	Placed in queue after 30 secs or less navigating menus	Placed in queue after 30 secs or less navigating menus	Human answers call immediately (go to part 2)
Average						18.3/20

2/ Ease of Navigating Prompts

CALL 1						
0	2	5	7	10	Total 10	
Unable to Move through system	Prompts too long, filled with legalese	Prompts long, filled with CS clichés	Moderate length prompts	Short, user-friendly prompts		
CALL 2						
0	2	5	7	10	Total 10	
Unable to Move through system	Prompts too long, filled with legalese	Prompts long, filled with CS clichés	Moderate length prompts	Short, user-friendly prompts		
CALL 3						
0	2	5	7	10	Total 10	
Unable to Move through system	Prompts too long, filled with legalese	Prompts long, filled with CS clichés	Moderate length prompts	Short, user-friendly prompts		
Average					10/10	

3/ Time of wait provided				
CALL 1				
0	1	5	10	Total 10
No time of Wait ever Provided	Time of wait provided, but inaccurate	Time of wait provided once but never updated	Time of wait provided and updated regularly/ no time spent in queue	
CALL 2				
0	1	5	10	Total 0
No time of Wait ever Provided	Time of wait provided, but inaccurate	Time of wait provided once but never updated	Time of wait provided and updated regularly/ no time spent in queue	
CALL 3				
0	1	5	10	Total 10
No time of Wait ever Provided	Time of wait provided, but inaccurate	Time of wait provided once but never updated	Time of wait provided and updated regularly no time spent in queue	
Average				6.6/10

4/ Time in Queue to reach the Proper Person								
CALL 1								
0	2	4	6	8	9	10	Actual length 8 secs	Total 10
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute		
CALL 2								
0	2	4	6	8	9	10	Actual length 5:43	Total 2
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute		
CALL 3								
0	2	4	6	8	9	10	Actual Length 6 secs	Total 10
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute		
Average								7.3/10

5/ Interrupting System			
Date of Call	Time of Call	Called by:	
0		5	Total
Caller has no way to interrupt voice prompts By keypad or with voice command		Voice menu prompts can be interrupted by keypad or voice command	5 /5

6/ Language options			
Date of Call	Time of Call	Called by:	
0	4	5	Total
One language only, No ability to switch	English or French option at start of call	English, French or OTHER language at start of call	4 /5

7/ Automated System Tone			
Date of Call	Time of Call	Called by:	
0	3	5	Total
Automated system tries to sound human, unprofessional	Automated system tries to sound human, is annoying	Automates system sounds professional, not preachy	5/5

END OF PART 1

PART 2 – DEALING WITH PEOPLE

8/ Number of Transfers						
CALL 1						
0	2	3	5	10	Total 10	
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue		
CALL 2						
0	2	3	5	10	Total 10	
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue		
CALL 3						
0	2	3	5	10	Total 10	
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue		
					Average	10/10

9/ Understanding/Comprehension						
CALL 1						
0	0	3	5	10	Total 10	
Cannot understand Operator	Operator doesn't comprehend issue	Operator diction hinders call	Operator slow to understand issue	Operator diction comprehension clear		
CALL 2						
0	0	3	5	10	Total 10	
Cannot understand Operator	Operator doesn't comprehend issue	Operator diction hinders call	Operator slow to understand Issue	Operator diction comprehension clear		
CALL 3						
0	0	3	5	10	Total 10	
Cannot understand Operator	Operator doesn't comprehend issue	Operator diction hinders call	Operator takes time to understand Issue	Operator diction comprehension clear		
					Average	/10

10/ Operator Demeanor							
Note: rate operator who deals with main issue							
CALL 1							
0	2	4	5	6	8	10	Total 10
Rude			Indifferent			Professional, serious	
CALL 2							
0	2	4	5	6	8	10	Total 10
Rude			Indifferent			Professional, serious	
CALL 3							
0	2	4	5	6	8	10	Total 10
Rude			Indifferent			Professional, serious	
							Average
							10/10

11/ Repetition		
Date of Call	Time of Call	Called by:
0	5	Total
Caller asked to repeat Information (name, account Number, issue, etc) entered Into system	When caller reaches person, not asked to repeat any information	5 /5

12/ No Hang Ups	
CALL 1 2 3 (circle)	
DEDUCT 10	Total
System does not understand Caller commands, keypad commands So hangs up	/-10

END OF PART 2

PART 3 - BONUS

13/ Muzak/Ads – BONUS		
ALL CALLS		
0	+ 5	Total
Annoying muzak and/or Ads played while on hold, Unable to disable	Caller allowed to disable muzak/ads	/+5 BONUS

14/ No one available Options – BONUS		
ALL CALLS		
0	+ 5	Total
No option Given, Good-bye	Customer can leave a voice mail, told will be called back	/+ 5 BONUS

END OF PART 3 - BONUS