

How May I Help You? Call Log/Evaluation

Company Name: **Bell Aliant**
 Number: **866-425-4268**
 Category: **Telephone**
 Final Score: **86.8 %** Rank: **3**

What to Say: The CBC caller will ask the operator for information about moving his/her phone service to a new apartment. The move (in the local city of the call) will take place effective March 31, 2007. It will work best if the caller does have a telephone service with the company.

CALL LOG			
CALL 1			
WEEKDAY			
Time	Action		
	Answered immediately by machine.		
	Gives English/French option.		
10 secs	Asks for phone number.		
24 secs	Menu		
45 secs	Placed in queue		
1:04	Person answers and helps me.		

CALL 2 EVENING			
Time	Action		
20 secs	Answered by machine English French option enter phone # menu – press 1 for home menu – press 4 for other inquiries		
53 secs	in queue		
1:19	person answers, she says she's with repairs and will transfer me to the right department		
2:08	Transferred to queue		
3:13	person answers, she gives me info about moving my phone line		

CALL 3 WEEKEND			
Time	Action		
10 secs	Machine answers. English/French options given Asks me to enter phone number.		
40 secs	In queue		
54 secs	Person answers		
1:20	Sends me to someone who deals with PEI		
1:41	2 nd person gives me the information I ask for		

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). If placed in the queue for an operator directly, score 20.

CALL 1						
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 immediately/ or in 30 seconds or less	Human answers call immediately (go to part 2)	
CALL 2						
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 immediately/ or in 30 seconds or less	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	Human answers call immediately (go to part 2)	
Average						15/20

2/ Ease of Navigating Prompts

Note: If transferred to queue immediately, score 10.

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 19 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 1 st queue- 22 secs 2 nd queue- 1:05	Total 9
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 21 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								9.6 /10

5/ Interrupting System (from fourth call – only checking this parameter/ Also: If transferred to queue immediately, score 10.)			
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 Unprofessional, annoying	Automated system tries to sound human,	Automates system sounds professional, not preachy	5 /5

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 5
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 5
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue	
Average					6.6/10

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

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		
(if not asked for any information by system, score 5)		
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