

# How May I Help You? Call Log/Evaluation

Company Name: **Shaw**

Number: **604-629-8888**

Category: **Cable**

Final Score: **83.9** Rank: **8**

<b>CALL LOG</b>	
<b>CALL 1</b>	
<b>WEEK NIGHT</b>	
Time	Action
3s	For English press 1, for Cantonese or Mandarin press 2
5s	Select change service option
39s	Press 0 to speak with a customer service representative
47s	Call transferred, Muzak starts
59s	Operator answered There are no fees to move an account They look up the new address and ensure no one is living there Call back in March since they can only book 30 days out
1m 55s	He asks where I'll be moving
2m 20s	He looks up the address while asking if it is a new building or if someone has lived there previously.
2m 29s	It is free to transfer. They check the callers ID to make sure they are speaking to the correct person. They prefer to have the customer there but it is not necessary.
3m 22s	End Call
	Note: No wait time was provided but virtually no time was spent in the queue (less than 15 seconds) so it received full points

<b>CALL 2</b> <b>WEEK END</b>			
Time	Action		
0s	Thank you for choosing Shaw		
7s	Press 1 for English and for Cantonese or Mandarin		
11s	Options		
24s	Repeats menu		
35s	New options menu		
1m	To speak to an agent press 0		
1m 06s	Hold while you are being transferred		
1m 10s	Call transferred. Muzak starts. Rings		
1m 19s	Transferred to the customer service department. Please hold for the next available operator. Muzak starts		
2m 22s	Your patience is appreciated. Customer service representatives are assisting other callers. Please continue to hold		
3m 05s	All representatives are currently busy. You can leave a message for immediate call back.		
3m 27s	Press 1 for immediate call back		
3m 42s	We will call you back at... repeats the number		
3m 58s	Record you name and extension		
4m 06s	Call back registered		
4m 10s	Call ended		
31m 47s	Operator answer... asks my new address		
32m 16s	They ask that the customer is there for set up		
32m 51s	Transfer fee of \$19.95.		
33m 20s	Thanks		
33m 23s	End call		

<b>CALL 3</b> <b>WEEK DAY</b>			
Time	Action		
0s	Thank you for choosing Shaw		
4s	1 English, 2 for Cantonese or Mandarin		
9s	Options		
23s	Options		
49s	To speak with a customer service representative, press 0		

55s	Transferring
58s	Muzak
1m 05s	Ringling
1m 17s	Call has been transferred to the customer service department. Please hold for the next available agent
1m 34s	Muzak
2m 49s	Muzak stops
2m 53s	All representatives are busy if you'd like to have us call you back (message ends)
3m	Operator answers
3m 12s	Address
3m 27s	Name
3m 40s	Drivers License number
3m 56s	Transfer.... 1 week before
4m 13s	We are not currently charging for transfers but that could change
4m 28s	End Call

# PART 1 – AUTOMATED SYSTEM

<b>1/ Exiting Automated System</b>						
Note: if a human answers the phone directly, please score 65 and move to Part 2 (question 8)						
<b>CALL 1</b>						
0	5	<u>10</u>	15	20	65	Total
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)	10
<b>CALL 2</b>						
0	5	<u>10</u>	15	20	65	Total
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)	10
<b>CALL 3</b>						
0	5	10	<u>15</u>	20	65	Total
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)	15
Average						11.6 /20

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

<b>3/ Time of wait provided</b>				
<b>CALL 1</b>				
0	1	5	<u>10</u>	Total
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	10
<b>CALL 2</b>				
<u>0</u>	1	5	10	Total
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	0
<b>CALL 3</b>				
<u>0</u>	1	5	10	Total
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	0
Average				3.3 /10

<b>4/ Time in Queue to reach the Proper Person</b>								
<b>CALL 1</b>								
0	2	4	6	8	9	10	Actual Length	Total
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute	59s	10
<b>CALL 2</b>								
<u>0</u>	2	4	6	8	9	10	Actual Length	Total
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute	30m 28s	0
<b>CALL 3</b>								
0	2	4	6	<u>8</u>	9	10	Actual Length	Total
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute	2m 05s	8
Average								6 /10

<b>5/ Interrupting System</b>			
Date of Call Feb. 28/07	Time of Call 6:12pm PT	Called by: Tennille	
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

<b>6/ Language options</b>			
Date of Call Feb. 28/07	Time of Call 6:12pm PT	Called by: Tennille	
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	5 /5

<b>7/ Automated System Tone</b>			
Date of Call Feb. 28/07	Time of Call 6:12pm PT	Called by: Tennille	
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	3 /5

**END OF PART 1**

# PART 2 – DEALING WITH PEOPLE

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

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

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

<b>11/ Repetition</b>		
Date of Call Feb. 28/07	Time of Call 6:12pm PT	Called by: Tennille
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

<b>12/ No Hang Ups</b>	
<b>CALL 1 2 3 (circle)</b>	
<b>DEDUCT 10</b>	Total
System does not understand Caller commands, keypad commands So hangs up	0 /-10

**END OF PART 2**

# PART 3 - BONUS

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

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

**END OF PART 3 - BONUS**