

# How May I Help You? Call Log/Evaluation

Company Name: **SaskTel**  
Number: **1 800 727-5835**  
Category: **Telephone**  
Final Score: **80 %** Rank: **11**

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.

<b>CALL LOG</b>			
<b>CALL 1</b>			
<b>WEEK DAY</b>			
Time	Action		
0:00	No French option		
0:34	Option #1		
0:44	Option #2		
1:10	Human answers, no queue - get answer		
2:23	End of Call		

CALL 2 WEEK NIGHT			
Time	Action		
0:04	Option #1 – chose existing account		
0:30	Option #2 – chose phone account		
0:48	Enter phone number		
1:09	Put in queue		
1:19	Human answers		
	- friendly, clear		
	- Get answer		
2:56	End of Call		

CALL 3 WEEK END			
Time	Action		
0:13	Option #1 – existing customer		
	- no language option		
0:44	Option #2 – choose phone option		
1:03	Enter phone number		
1:17	Put in queue		
1:24	Human answers		
	- friendly, clear		
	- Call them back when I have a new address and they will set it up.		
	Usually they don't even need to send a technician		
2:37	End of 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 10
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)	
<b>CALL 2</b>						
0	5	<u>10</u>	15	20	65	Total 10
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)	
<b>CALL 3</b>						
0	5	<u>10</u>	15	20	65	Total 10
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						10 /20

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

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

<b>4/ Time in Queue to reach the Proper Person</b>								
<b>CALL 1</b>								
0	2	4	6	8	9	<b><u>10</u></b>	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	0 sec	10
<b>CALL 2</b>								
0	2	4	6	8	9	<b><u>10</u></b>	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	10 sec	10
<b>CALL 3</b>								
0	2	4	6	8	9	<b><u>10</u></b>	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	7 sec	10
Average								10 /10

<b>5/ Interrupting System</b>			
Date of Call	Time of Call	Called by:	
0		<b>5</b>	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	Time of Call	Called by:	
<b>0</b>	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	0 /5

<b>7/ Automated System Tone</b>			
Date of Call	Time of Call	Called by:	
0	<b>3</b>	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	<b><u>10</u></b>	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	<b><u>10</u></b>	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	<b><u>10</u></b>	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	<b><u>10</u></b>	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	<b><u>10</u></b>	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	<b><u>10</u></b>	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	Time of Call	Called by:
<u>0</u>		<u>5</u>
Caller asked to repeat Information (name, account Number, issue, etc) entered Into system		When caller reaches person, not asked to repeat any information
		Total  /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	/-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	/+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 BONUS

**END OF PART 3 - BONUS**