

How May I Help You? Call Log/Evaluation

Company Name: **Bell Sympatico**
 Number: **800-667-0123/310-7873**
 Category: **Telephone**
 Final Score: **72.8 %** Rank: **17**

What to Say: Caller said there was a problem with calls not ringing through – getting voicemail without ever having the phone ring or missed call show up.

CALL LOG			
CALL 1			
WEEK DAY			
Time	Action		
	Answered immediately by machine		
	French/English option given – stay on the line for English		
17 secs	This is Emily...		
34 secs	Say phone number		
1:45	In Queue		
2:23	Callback option given, or stay on hold and will be answered in 2-4 minutes		
4:19	Person answers. Helps me with program by going into voicemail system.		

CALL 2	Date March 9, 2007	Time 18:00 ET	Caller Caitlin
Time	Action		
	Answered by machine.		
15 secs	Emily answers – What can I help you with?		
30 secs	Say, cell phone		
48 secs	Tells me to put in phone number or say that you don't have one.		
1:29	Put in queue		
1:35	Speak to person who helps me.		

CALL 3 WEEK END	Date March 10, 2007	Time 14:33 ET	Caller Caitlin
Time	Action		
	Machine answers.		
	English/French options.		
17 secs	Emily answers		
26 secs	Emily asks me to say what I'm calling about		
45 secs	She wants me to be more specific		
50 secs	Say phone number or "I don't have one"		
1:32	In queue		
1:42	Person answers and helps me.		

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 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 immediately/ or in 30 seconds or less	Human answers call immediately (go to part 2)	
CALL 2						
0	5	10	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 immediately/ or in 30 seconds or less	Human answers call immediately (go to part 2)	
CALL 3						
0	5	10	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						11.6 /20

2/ Ease of Navigating Prompts

Note: If transferred to queue immediately, score 10.

CALL 1						
0	2	5	7	10	Total 5	
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 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		
CALL 3						
0	2	5	7	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

3/ Time of wait provided				
CALL 1				
0	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
CALL 2				
0	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
CALL 3				
0	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	10
Average				3.3 /10

4/ Time in Queue to reach the Proper Person								
CALL 1								
0	2	4	6	8	9	10	Actual Length 1:56	Total
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute		9
CALL 2								
0	2	4	6	8	9	10	Actual length 6 secs	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
CALL 3								
0	2	4	6	8	9	10	Actual Length 10 secs	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
Average								9.66/10

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	3/5

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

10/ Operator Demeanor							
Note: rate operator who deals with main issue							
CALL 1							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	8
CALL 2							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	8
CALL 3							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	10
Average							8.6 /10

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

12/ No Hang Ups	
CALL 1	2 3 (circle)
DEDUCT 10	
System does not understand Caller commands, keypad commands So hangs up	
Total /-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 /+ 5 BONUS

END OF PART 3 - BONUS