

# How May I Help You? Call Log/Evaluation

Company Name: **Expedia**

Number: **888-397-3342**

Category: **Travel**

Final Score: **64.4 %** Rank: **22**

What to Say: The CBC caller will be calling to see how much it will cost to fly from Toronto to Vancouver departing Toronto on April 10<sup>th</sup> around 10am and returning on April 17<sup>th</sup> around 12 noon. They are not booking, just getting a price. (For the Aeroplan calls, the caller should be checking to see if he/she has enough points for the above flight. An active Aeroplan account number will be provided).

<b>CALL LOG</b>			
<b>CALL 1</b>			
<b>WEEK DAY</b>			
Time	Action		
23 secs	Machine answers, offers English/French menu		
32 secs into queue			
38 secs	another menu – offered nothing I wanted and said I should stay on the line for assistance		
1:34	Muzak (after ringing several times)		
6:24	Line goes dead, not sure if I'm still connected		
25 minutes	Decide silence must mean I've been cut off		

<b>CALL 2 WEEK END</b>			
Time	Action		
	Answered by machine.		
	English/French option.		
35 secs	Hold for connection. Sends me to menu, asks me to remain on line for help for other options.		
1:11	Person answers		
1:42	She tells me she can't search for me, I must search myself by logging on to their internet site.		

<b>CALL 3 WEEK NIGHT</b>			
Time	Action		
0s	Thank you for calling Expedia Canada		
7s	Press 1 for English and 2 for French For faster service, please have your itinerary number available		
21s	Options menu		
33s	Please hold while we connect your call		
40s	New Options		
1m	For any other questions, please remain on the line		
1m 06s	For faster service, please have your itinerary number available		
1m 09s	Muzak starts		
2m 54s	Ringing		
2m 58s	Operator answers		
3m 11s	Do you have an account? What is your email address		
3m 33s	The operator check my email address		
4m 05s	I correct my email address		
4m 35s	The operator can't find my account. I explain that I just have a few general questions and ask if they can check it without my account. She says that they normally takes notes but that it is ok. She seemed slightly irritated by the request.		
5m 01s	The operator looks up the information		
6m 27s	There is a 9:05am flight that has a connection.		
6m 58s	I ask about returning at noon.		

7m 08s	There is a Westjet flight for 12:45pm
7m 23s	The total would be \$606.14
7m 32s	I explain that I need to check somethings and that I will call back.
7m 39s	The operator explains that you have to make the booking online at <a href="http://expedia.ca">expedia.ca</a> .
7m 46s	Call ends

# 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 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						13.3 /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 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		
Average						8.3 /10

<b>3/ Time of wait provided</b>				
<b>CALL 1</b>				
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	
<b>CALL 2</b>				
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	
<b>CALL 3</b>				
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	
Average				0 /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 Hung up on	Total 0
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute		
<b>CALL 2</b>								
0	2	4	6	8	9	10	Actual Length 1:07	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		
<b>CALL 3</b>								
0	2	4	6	8	9 √	10	Actual Length	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	1m 58s	
Average								6 /10

<b>5/ Interrupting System</b>			
(from fourth call – only checking this parameter/ <b>Also:</b> If transferred to queue immediately, score 10.)			
Date of Call	Time of Call	Called by:	
Mar. 3/07	3:38pm ET	Tennille	
0	5	Total	
Caller has no way to interrupt voice prompts By keypad or with voice command		5	/5
	Voice menu prompts can be interrupted by keypad or voice command		

<b>6/ Language options</b>			
Date of Call	Time of Call	Called by:	
Mar. 3/07	3:38pm ET	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	4 /5

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

**END OF PART 1**

# PART 2 – DEALING WITH PEOPLE

8/ Number of Transfers					
<b>CALL 1</b>					
0	2	3	5	10	Total
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue	0
<b>CALL 2</b>					
0	2	3	5	10	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	10	Total
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue	10
Average					6.6 /10

9/ Understanding/Comprehension					
<b>CALL 1</b>					
0	0	3	5	10	Total
Cannot understand Operator	Operator doesn't comprehend issue	Operator diction hinders call	Operator slow to understand issue	Operator diction comprehension clear	0
<b>CALL 2</b>					
0	0	3	5	10	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	10	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					6.6 /10

<b>10/ Operator Demeanor</b>							
Note: rate operator who deals with main issue							
<b>CALL 1</b>							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	0
<b>CALL 2</b>							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	8
<b>CALL 3</b>							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	6
							Average
							4.6/10

<b>11/ Repetition</b>		
(if not asked for any information by system, score 5)		
Date of Call Mar. 3/07	Time of Call 3:38pm ET	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>	
DEDUCT 10	Total
System does not understand Caller commands, keypad commands So hangs up	-10/-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	0  /+ 5 BONUS

**END OF PART 3 - BONUS**