

How May I Help You?

Call Log/Evaluation

Company Name: **Air Canada**

Number: **888-247-2262**

Category: **Travel**

Final Score: **64.2 %** Rank: **23**

What to Say: Price flight from YYZ to YVR for 10am April 10th – Noon April 17th

CALL LOG	
CALL 1	
WEEK NIGHT	
Time	Action
7s	Press 1 for English
20s	Explains that you can book flights etc. through Air Canada.com
50s	Select reservations Option
1m 17s	All agents are busy, estimated wait time is 15 mins
1m 25s	Muzak/Ads start
35m 24s	Agent Answers
36m	Ticket prices \$212 for the flight there \$192 for the return \$524 including taxes for both
36m 26s	Times are 10am for the way there and 12 noon for the way back
36m 45s	End of call
	Note: The wait time was provided once but was inaccurate. It estimated a 15 minute wait time but it actually took 35 minutes.

CALL 2 WEEK DAY			
Time	Action		
0s	Thank you for calling Air Canada		
5s	Press 1 for English and 2 for French		
10s	Severe weather conditions have caused flight arrival delays. If your travel plans are imminent, please stay on the line....		
29s	Options		
48s	All agents are presently busy. Your estimated wait time is 10 minutes		
55s	Muzak		
12m 39s	Operator answers		
12m 59s	Operator is looking		
13m 27s	\$534 including taxes		
13m 33s	Times are as requested at 10am and noon respectively		
13m 41s	Bye		
13m 45s	End Call		

CALL 3 WEEK END			
Time	Action		
0s	Thank you for calling Air Canada		
8s	Press 1 for English and 2 for French		
16s	Severe weather has caused flight arrival delays. If your plans are imminent, please stay on the line; otherwise, call us back.		
30s	Options		
1m 01s	Press 9 to repeat this message		
1m 23s	Select 3		
1m 28s	All agents are presently busy		
1m 30s	Muzak		
34m 06s	Operator Answers		
34m 20s	I request information and tell my flight time preferences The operator says it is a refreshing call today Tango fare for \$519. 76		
34m 58s	I ask about the times and the operator says it goes out at 10am and returns at 12 noon. The operator tells me there is a \$20 booking fee to do the booking over the phone		
35m 20s	End call		

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)						
CALL 1						
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
CALL 2						
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
CALL 3						
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
Average						11.6 /20

2/ Ease of Navigating Prompts						
CALL 1						
0	2	<u>5</u>	7	10		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		5
CALL 2						
0	2	<u>5</u>	7	10		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		5
CALL 3						
0	2	<u>5</u>	7	10		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		5
Average						5 /10

3/ Time of wait provided				
CALL 1				
0	<u>1</u>	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	1
CALL 2				
0	<u>1</u>	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	1
CALL 3				
<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				0.6 /10

4/ Time in Queue to reach the Proper Person								
CALL 1								
<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	35m 28s	0
CALL 2								
<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	11m 44s	0
CALL 3								
<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	32m 38s	0
Average								0 /10

5/ Interrupting System			
Date of Call Feb. 28/07	Time of Call 7:29pm ET	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

6/ Language options			
Date of Call Feb. 28/07	Time of Call 7:29pm ET	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	4 /5

7/ Automated System Tone			
Date of Call Feb. 28/07	Time of Call 7:29pm ET	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					
CALL 1					
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
CALL 2					
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
CALL 3					
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					
CALL 1					
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
CALL 2					
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
CALL 3					
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

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

11/ Repetition		
Date of Call Feb. 28/07	Time of Call 7:29pm 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

12/ No Hang Ups	
CALL 1 2 3 (circle)	
DEDUCT 10	Total
System does not understand Caller commands, keypad commands So hangs up	0 /-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	0 /+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	0 /+ 5 BONUS

END OF PART 3 - BONUS