

# How May I Help You? Call Log/Evaluation

Company Name: **National Student Loan Service Centre**

Number: **888-815-4514**

Category: **Government**

Final Score: **60.4 %** Rank: **25 (tie)**

What to Say: 1<sup>st</sup> call - Caller asked for information about how much tax credit will be given this year for payments.

2<sup>nd</sup> call – Has payment come through?

3<sup>rd</sup> call - Same as 1

<b>CALL LOG</b>			
<b>CALL 1</b>			
<b>WEEK DAY</b>			
Time	Action		
	English/French option		
16 secs	Tells me how much money I owe and the interest rate		
41 secs	Asks for my SIN #		
1:08	Asks for my postal code		
1:40	1 <sup>st</sup> menu		
1:55	2 <sup>nd</sup> menu		
2:41	Menu was a dead end so I hit zero – though it wasn't given as an option		
3:10	Put in queue		
3:21	Talk to person who helps me		
3:41	Asked for SIN again		

<b>CALL 2 WEEK NIGHT</b>				
Time	Action			
	Machine answers.			
	English/French options.			
27 secs	Enter SIN #			
1:05	Gives me the balance of my loan and the interest accruing			
1:29	Menu			
2:44	Stuck in a menu with no useful options. I hit zero without prompting.			
3:08	queue			
3:25	person answers			
3:30	She asks for SIN again			

<b>CALL 3 WEEK END</b>				
Time	Action			
	Machine answers			
	English/French option			
28 secs	Asks for SIN #			
1:35	1 <sup>st</sup> menu			
1:37	2 <sup>nd</sup> menu			
1:54	3 <sup>rd</sup> menu – At this point, I'm at a dead end			
3:20	Since I don't want any of the options I hit 0			
3:37	Message says office is closed, please call back during office hours, Monday-Friday			

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

## 2/ Ease of Navigating Prompts

Note: If transferred to queue immediately, score 10.

CALL 1						
0	2	5	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	5	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	5	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

<b>3/ Time of wait provided</b>				
<b>CALL 1</b>				
0	1	5	10	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	10	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	10	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	10	Actual length 11 secs	Total 10
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 17 secs	Total 10
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 0
More than 6 minutes	5 - 6 minutes	4 - 5 minutes	3 - 4 minutes	2 - 3 minutes	1 - 2 minutes	Less than 1 minute		
Average								6.6 /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:	
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	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

<b>7/ Automated System Tone</b>			
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	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 10
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue	
<b>CALL 2</b>					
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	
<b>CALL 3</b>					
0	2	3	5	10	Total N/A
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue	0
Average					6.6 /10

9/ Understanding/Comprehension					
<b>CALL 1</b>					
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	
<b>CALL 2</b>					
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	
<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	0
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 10
Rude			Indifferent			Professional, serious	
<b>CALL 2</b>							
0	2	4	5	6	8	10	Total 10
Rude			Indifferent			Professional, serious	
<b>CALL 3</b>							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	0
							Average
							6.6/10

<b>11/ Repetition</b>		
(if not asked for any information by system, score 5)		
Date of Call	Time of Call	Called by:
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	0/5

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