

How May I Help You?

Call Log/Evaluation

Company Name: **MTS Allstream**

Number: **1-800-883-2054**

Category: **Telephone**

Final Score: **58 %** Rank: **26**

What to Say: CBC caller asks about setting up phone service including info about rates and services.

CALL LOG			
CALL 1			
WEEK DAY			
Time	Action		
	Answered by machine that gives me a menu – very simple commands.		
16 secs	Asks for phone number with MTS or says to press 0		
30 secs	2 nd menu		
44 secs	put in queue		
56 secs	Answered by person who helps me.		

CALL 2 WEEK NIGHT			
<p>Time</p> <p>35 secs</p> <p>42 secs</p>	<p>Action</p> <p>Machine answers, gives menu</p> <p>Asks me to enter phone # or zero for operator</p> <p>Menu</p> <p>Enters queue</p> <p>Office closed, gives me their hours</p>		

CALL 3 WEEK END			
<p>Time</p> <p>11 secs</p> <p>35 secs</p> <p>43 secs</p>	<p>Action</p> <p>Machine answers</p> <p>For home phone, press 1</p> <p>Enter phone number or press 0</p> <p>In queue</p> <p>Person answers and helps me.</p>		

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)	15
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)	0
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)	15
Average						10 /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	10	
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	0	
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	10	
Average						6.6 /10

3/ Time of wait provided				
CALL 1				
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	
CALL 2				
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	
CALL 3				
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

4/ Time in Queue to reach the Proper Person								
CALL 1								
0	2	4	6	8	9	10	Actual length 12 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		
CALL 2								
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		
CALL 3								
0	2	4	6	8	9	10	Actual Length 8 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		
Average								6.6 /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	0/5

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	5/5

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 0
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					6.6 /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 0
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					6.6 /10

10/ Operator Demeanor							
Note: rate operator who deals with main issue							
CALL 1							
0	2	4	5	6	8	10	Total 10
Rude			Indifferent			Professional, serious	
CALL 2							
0	2	4	5	6	8	10	Total 0
Rude			Indifferent			Professional, serious	
CALL 3							
0	2	4	5	6	8	10	Total 10
Rude			Indifferent			Professional, serious	
							Average
							6.6/10

11/ Repetition		
(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	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	/-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 BONUS

END OF PART 3 - BONUS