

# How May I Help You?

## Call Log/Evaluation

Company Name: **Rogers Internet**

Number: **1 888 288-4663**

Category: **Computer**

Final Score: **57.7 %** Rank: **27**

The CBC caller will be looking for technical support. They will tell the operator that the are unable to surf – and don't know why. They should follow through the specific instructions the operator will likely give, in an effort to restore the connection. At some point when the operator asks if the system is working, the caller should say yes and end the call.

<b>CALL LOG</b>			
<b>CALL 1</b>			
<b>WEEK DAY</b>			
Time	Action		
0:35	Language option		
0:45	Option #1		
1:15	Option #2		
1:30	Choose the type of internet you have – I chose high speed		
1:40	Choose home or business		
1:48	Enter phone number, then verify		
2:43	Put in queue, after a bit pause - silence during queue		
6:45	Human answers - tells me I have to be in front of my computer at home to do real diagnostics, but gives a tip for me to try		
9:09	End of Call		

<b>CALL 2 WEEK NIGHT</b>			
Time	Action		
0:10	Language option		
0:24	Option #1 – choose internet, cable, wireless		
0:36	Tell automated system what you're calling about		
0:55	Confirm what you're calling about		
1:07	Option #2 – what kind of internet do you have		
1:20	Option #3 – home or business		
1:33	Say phone number		
1:50	Didn't understand me when I said my phone number, said it again		
2:14	Confirm phone number		
2:25	Put in queue - hold is much more professional sounding and less irritating in tech support than when calling for other help - System gives the website and e-mail address for tech support if you don't want to hold - For some reason, there are several different voices for the automated system, which is strange - No music, but repetition of "Thank you for continuing to hold"		
12:20	Human answers - verify phone number, name, address		
14:57	Told to restart my machine to check if it works now – old machine, so takes a while to restart		
19:00	Machine restarted – gives instructions of what to type into the start menu to fix the problem – works		
22:50	End of Call		

<b>CALL 3 WEEK END</b>			
Time	Action		
0:04	Language option		
0:13	Which product are you calling about? Internet		
0:28	How can I help? Say "technical support"		
0:44	Which type of Internet? Say high speed		
0:59	Home or business? Say home		
1:09	Say my phone number		
1:22	Confirm phone number		
1:38	Put in queue - no music while waiting, though there is info on their website support, etc		

4:24	Human answers - have to give name, address
7:44	- Tells me to unplug my modem and plug it back in – that resolves my issue - He sounds bored but professional  End of Call

# PART 1 – AUTOMATED SYSTEM

<b>1/ Exiting Automated System</b>						
Note: if a human answers the phone directly, please score 65 and move to Part 2 (question 8)						
<b>CALL 1</b>						
0	<u>5</u>	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
<b>CALL 2</b>						
0	<u>5</u>	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
<b>CALL 3</b>						
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						6.7 /20

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

3/ Time of wait provided				
<b>CALL 1</b>				
<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
<b>CALL 2</b>				
<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
<b>CALL 3</b>				
<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 /10

4/ Time in Queue to reach the Proper Person								
<b>CALL 1</b>								
0	2	<u>4</u>	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	4 min 2 sec	4
<b>CALL 2</b>								
<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	9 min 55 sec	0
<b>CALL 3</b>								
0	2	4	6	<u>8</u>	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	2 min 46 sec	8
Average								4 /10

<b>5/ Interrupting System</b>			
Date of Call	Time of Call	Called by:	
0	<b>5</b>		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	<b>4</b>	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:	
<b>0</b>	3	5	Total
Automated system tries to sound human, unprofessional	Automated system tries to sound human, is annoying	Automates system sounds professional, not preachy	0 /5

**END OF PART 1**

# PART 2 – DEALING WITH PEOPLE

8/ Number of Transfers					
<b>CALL 1</b>					
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
<b>CALL 2</b>					
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
<b>CALL 3</b>					
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					
<b>CALL 1</b>					
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
<b>CALL 2</b>					
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
<b>CALL 3</b>					
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

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

<b>11/ Repetition</b>		
Date of Call	Time of Call	Called by:
0	5	Total
<u>Caller asked to repeat</u> 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>	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
<u>Annoying muzak</u> 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
<u>No option</u> Given, Good-bye	Customer can leave a voice mail, told will be called back	0  /+ 5 BONUS

**END OF PART 3 - BONUS**