

How May I Help You?

Call Log/Evaluation

Company Name: **Telus Internet**

Number: **1-877-310-4638**

Category: **Telephone**

Final Score: **56.2 %** Rank: **29**

What to Say: Request information about setting up service

CALL LOG	
CALL 1	
WEEK END	
Time	Action
0s	Welcome Call may be monitored or recorded for quality assurance purposes
10s	Phone or internet
26s	Enter your phone number. It is for a new account so I say new account.
45s	It asks if I am calling about a number, and lists that number. I say no.
55s	It says there are 5 types of agents and asks which type of agent
1m 44s	It asks me to enter my phone number
1m 53s	It asks me to re-enter my number
2m 07s	The systems says it is retrieving my account information
2m 15s	The system asks me to repeat number
2m 35s	Repeats my number
2m 50s	Home or business
2m 59s	Hold for an agent
3m 03s	An agent answers
3m 26s	The agent asks if it is for Phone or internet
3m 37s	I say Internet only
3m 46s	The agent asks if I have a Telus cell. I say no.
3m 52s	The High Speed internet is \$45.95 on 1, 2 or 3 year terms. On the longer term you get a free digital camera or a \$200 American Express gift card.
4m 20s	It includes free Telus e-protect service and wireless gateway 2 way router to keep
4m 47s	The regular High Speed service comes in 1, 2 or 3 year rate protection plan for 35.95 per month and also includes e-protect and a router
5m 17s	On the 3 year you get a \$100 American Express gift card

6m 05s	The router comes in the mail. The earliest appointment is for Wednesday, March 7 th but it probably won't be there so the operator suggests waiting until Thursday or Friday
6m 37s	I say I'll call back later
6m 40s	Bye
6m 42s	End Call

CALL 2				
WEEK DAY				
Time	Action			
0s	Welcome to Telus Your call may be monitored or recorded for quality assurance purposes			
6s	Phone or Internet			
16s	Enter your phone number, no response because it is not applicable			
28s	Enter your phone number, no response because it is not applicable			
48s	Are you calling about (the system says the phone number I am calling about)			
1m	The system lists options, I select sales and service			
1m 27s	Enter your phone number			
1m 40s	Enter your phone number			
1m 52s	Are you calling about home or business?			
2m09s	Operator Answers			
2m 29s	I say I'm calling about internet only			
2m 31s	Operator asks if I have Telus Cell			
2m 41s	There are 1, 2 or 3-year plans for High Speed Enhanced at a rate of \$45.95. With the 3 year plan you get a free digital camera or a \$200 American Express gift card			
3m 02s	There are 1, 2 or 3-year plans for High Speed at a rate of \$39.95.			
3m 10s	It is an extra \$5 per month without a contract			
3m 30s	She checks my address			
3m 50s	She says the earliest they could do installation would be Wednesday			
4m 04s	Bye			
4m 07s	Ends call			

CALL 3				
WEEK NIGHT				
Time	Action			
0s	Welcome to Telus Your call may be monitored or recorded for quality assurance			
7s	If you are calling regarding your phone or internet service, please say phone or internet			
19s	Enter the phone number of your account (no response since I am calling about a new account)			
30s	Enter the phone number of your account (I enter my number anyway)			
45s	The system confirms my phone number, and asks me to hold while it retrieves my account information.			

50s	The systems says it can't find any account information associated with this number and asks if there are any other numbers and says to "say agent" if not.
1m 16s	There are 5 types of agents and explains the different types of agents
1m 28s	I select "Sales and Service Agent"
1m 58s	The system asks if I am calling about a home or business account
2m 03s	Please hold for the next agent
2m 08s	Muzak starts
2m 18s	All agents are busy. Please have your bill ready...
12m 28s	Operator answers
12m 42s	The operators asks for my address
12m 55s	The operator explains there are 3 types of service available: High Speed, High Speed Enhanced, and High Speed Lite
13m 10s	They have regular terms of 1, 2 or 3 years With the 3 years on High Speed or High Speed Enhanced you get either a digital camera or an American Express Gift Card
13m36s	Installation process can be ordered over the phone. Then they send a modem out in the mail, set up a date for 7 days later so that there is time for it to arrive. If you receive it early you can call and move up your appointment.
14m 05s	There is no installation fee
14m 15s	Bye
14m 18s	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	<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
CALL 2						
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 3						
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
Average						6.6 /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				
<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
CALL 2				
<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
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 /10

4/ Time in Queue to reach the Proper Person								
CALL 1								
0	2	4	6	8	9	<u>10</u>	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	4s	10
CALL 2								
0	2	4	6	8	9	<u>10</u>	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	9s	10
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	10m 25s	0
Average								6.6 /10

5/ Interrupting System			
Date of Call Mar. 3	Time of Call 12:51pm PT	Called by: 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		

6/ Language options			
Date of Call Mar. 3/07	Time of Call 12:51pm PT	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	0
			/5

7/ Automated System Tone			
Date of Call Mar. 3/07	Time of Call 12:51pm PT	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 Mar. 3/07	Time of Call 12:51pm PT	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	0 /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