

How May I Help You?

Call Log/Evaluation

Company Name: **Bell Mobility**

Number: **800-667-0123**

Category: **Telephone**

Final Score: **52.7 %** Rank: **31**

What to Say: Info about changing address

CALL LOG	
CALL 1	
WEEK DAY	
Time	Action
0s	Call answered
8s	Stay on the line for English or press... for French
18s	Automated system introduces herself as Emily
23s	Emily says to say help for instruction on how to use they system or to say what you want to do.
38s	Say or key in phone number
49s	Call being transferred. For quality purposes the call is being monitored. The privacy policy is available on their website.
1m 05s	Call is transferred
1m 20s	Call back option
1m 38s	Select Call back option
1m 50s	Enter phone number where you would like to be called back
2m 20	System confirms number
2m 38s	The system tells you it will call you back in between 9 and 15 mins from now
2m 56s	Call ends
3m 50s	System calls back. Press 1 when (system plays your name) is on the phone
4m 05s	You are being transferred into the queue
4m 10s	Operator Answers
4m 50s	Explains that if I want my mailing address changed after my next bill arrives I will need to call back after my billing date, which she tells me. She offers to send me an email explaining how I can do it online but I decline.
5m 45s	She asks if she can do anything else for me, reminds me of her name and ends the call.

CALL 2 WEEK NIGHT				
Time	Action			
0s	Welcome			
14s	Call is being recorded for quality assurance....			
19s	Introduces Emily the automated system			
25s	Say help for instructions			
35s	I say moving to indicate what I am calling about			
40s	The system asks me to say my number			
47s	The system confirms my number			
1m 03s	Transfer to a customer service representative			
1m 16s	The system ask if I would like information about voice authentication service but I say "no thank you"			
1m 37s	The system gives me details of the service and asks if I would like to register			
1m 53s	I say no			
2m 02s	The system says it is going to handle my original request			
2m 07s	Transferring.... Explains privacy policy			
2m 19s	Transferring			
2m 20s	Call is answered			
2m 31s	The systems are down so the operator is unable to help me			
3m	I ask about when my next bill will be but she explains that she cannot help me since the systems are down. She says she can send me an email about online billing but I decline.			
3m 15s	End Call			

CALL 3 WEEK END				
Time	Action			
0s	Welcome			
4s	Stay on the line for English or say Francais for French			
14s	Introduces Emily the automated attendant and says to say help for instructions			
26s	The system asks what it can help me with and I respond moving. The system asks me to say or key in my phone number			
43s	The system says it will get a customer service representative to help me. It explains that they are receiving a higher than normal call volume			
1m 03s	Call is being transferred... Call is being recorded			
1m 18s	Phone rings			

1m 19s	Muzak
3m 03s	Phone rings and then stops ringing. I said hello but there was no answer
3m 08s	They disconnect me and call ends

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	<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 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						8.3 /20

2/ Ease of Navigating Prompts						
CALL 1						
0	2	5	<u>7</u>	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		7
CALL 2						
0	2	5	<u>7</u>	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		7
CALL 3						
0	2	5	<u>7</u>	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		7
Average						7 /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	1	5	<u>10</u>	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	10
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				3.6 /10

4/ Time in Queue to reach the Proper Person								
CALL 1								
0	2	4	<u>6</u>	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	3m 05s	6
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	5s	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	N/a	0
Average								5.3 /10

5/ Interrupting System			
Date of Call	Time of Call	Called by:	
Mar. 1/07	2:42pm ET	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	Time of Call	Called by:	
Mar. 1/07	2:42pm ET	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	Time of Call	Called by:	
Mar. 1/07	2:42pm ET	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	10	Total
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue	0
CALL 3					
0	2	3	5	10	Total
Transferred More than 3 times	Transferred 3 times	Transferred 2 times	Transferred 1 time	First operator deals with issue	0
Average					3.3 /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	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

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							
<u>0</u>	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	0
Average							6.6 /10

11/ Repetition		
Date of Call Mar. 1/07	Time of Call 2:42pm 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	-10 /-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	5 /+ 5 BONUS

END OF PART 3 - BONUS