

How May I Help You?

Call Log/Evaluation

Company Name: **Canada Revenue Agency**

Number: **1-800-959-8281**

Category: **Government**

Final Score: **49 %** Rank: **34**

What to Say: Determine RRSP limit

CALL LOG	
CALL 1 WEEK NIGHT	
Time	Action
1s	Welcome
7s	General tax information
21s	For information on your RRSPs press 02. You'll need your SIN.
1m 05s	Enter your SIN, Re-enter your SIN
1m 44s	Confirms SIN
2m	Press the 2 numbers representing the month of your birth
2m 20s	Re-enter the month of your birth
2m 33s	Enter the year of your birth
2m 52s	Re-enter the year of your birth
2m 55s	Enter the dollar amount entered for income on your 2005 tax return
3m 10s	I press # since I do not know the exact amount
3m 20s	I press # since I do not know the exact amount
3m 25s	I press 0 to try to get an operator since I do not know the exact amount. This causes the system to say you made \$0 and asks me to confirm this
3m 40s	I make no response since this is incorrect
3m 53s	Call may be monitored...
4m 35s	Operator answers and pulls up my account
4m 50s	Name
5m	Address
5m 15s	One moment please
5m 24s	Security question
5m 45s	Security question

6m 05s	The operator gives me my maximum contribution amount and tells me that if I don't use it, it carries forward to the next year.
6m 18s	End Call

CALL 2 WEEK END			
Time	Action		
0s	Welcome		
7s	Options		
24s	To deduct RRSPs you must make contributions by March 1, unless.... (certain age)		
59s	Enter your SIN		
1m 09s	Confirms SIN and asks for you to press 1 if it is correct		
1m 30s	SIN		
1m 43s	Confirms SIN		
1m 57s	Enter the 2 digits of the month of your birth		
2m 08s	Enter the 4 digits representing the year of your birth		
2m 33s	Confirm year of birth		
2m 44s	Asks for my 2005 tax return amount for specific line		
3m 05s	Instructions repeat		
3m 54s	Enter the dollar amount of earned in 2005		
3m 54s	I enter 0 since none of the options are correct		
4m 01	System says you have entered \$0, press 1 if that is correct and 2 if that is incorrect and you want to want to correct it.		
4m 16s	Agents are available Monday to Friday from 8:15am to 5pm		
4m 28s	Extended hours for questions are Saturday and Sunday from 9am to 1pm		

CALL 3 WEEK END			
Time	Action		
0s	Welcome		
9s	Please hold and your call will be answered as soon as an agent is available.... This message then repeats over and over		
33s	Muzak and message		
48s	No sound		
1m 39s	Operator answers		
1m 52s	SIN		
2m 01s	Name and date of birth		
2m 10s	Address		
2m 22s	GST		

2m 40s	2005 Employer
2m 55s	Who normally prepares your taxes and how do you file
3m	The operator tells me how much RRSP room I have
about 3m 15s	Call ends
	Notes: I tried calling three times where I received a busy signal prior to getting through (once at 1:07pm ET and twice at 1:08 pmET).

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	10	<u>15</u>	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
CALL 2						
<u>0</u>	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)	0
CALL 3						
0	5	10	15	<u>20</u>	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)	20
Average						11.6 /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						
<u>0</u>	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	<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						3.3 /10

3/ Time of wait provided				
CALL 1				
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 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				3.3 /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	42s	10
CALL 2								
<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	Closed	0
CALL 3								
0	2	4	6	8	<u>9</u>	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	1m 06s	9
Average								6.3 /10

5/ Interrupting System			
Date of Call Mar. 3/07	Time of Call 1:08pm ET	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 1:08pm ET	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 1:08pm ET	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						
<u>0</u>	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	<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	6.6 /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						
<u>0</u>	0	3	5	10	Total	
Cannot understand Operator	Operator doesn't comprehend issue	Operator diction hinders call	Operator slow to understand Issue	Operator diction comprehension clear	0	
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	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								
<u>0</u>	2	4	5	6	8	10	Total	
Rude			Indifferent			Professional, serious	0	
CALL 3								
0	2	4	5	6	8	10	Total	
Rude			Indifferent			Professional, serious	0	
							Average	3.3 /10

11/ Repetition		
Date of Call Mar. 3/07	Time of Call 1:08pm 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	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