

'Your Call Is Important To Us'

Call Log/Evaluation

Company Name: **HBC/The Bay**

Number: **1 800-521-2364**

Category: **Retail**

Final Score: **48.3 %** Rank: **35**

The CBC caller will be calling Chapters/Indigo, Sears Catalogue, HBC and Amazon.ca to find out the status of a current order. For Sears Home Repair, they will be asking if their washer/dryer is under warranty (for this request, specific information will be provided).

CALL LOG			
CALL 1	Date	Time	Caller
WEEK DAY			
Time	Action		
0:30	System answers		
0:09	Music plays – annoying!		
0:40	Message: all reps. busy does give option to leave message (!) or stay on hold		
	Above message repeated several times		
6:28	Operator answers		
7:10	Question answered		
7:30	Call ends		

CALL 2 WEEK NIGHT	Date	Time	Caller
Time	Action		
0:30	Automated system answers		
0:08	English/French option		
0:15	Placed in Queue – annoying music		
0:47	Message: all agents busy Press one to leave a message (!)		
	Announcement repeated several times		
17:45	Operator answers		
18:10	Answers Question		
18:20	Call ends		

CALL 3 WEEK END	Date	Time	Caller
Time	Action		
0:02	Answered by automated system		
0:19	Rings/Tranferred into Queue/Music starts		
0:45	Agent answers		
1:00	Asks for order number		
1:45	Answers query		
1:50	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	10	20	65	Total
Unable to Navigate Out of AS	Placed in queue after more than 2 mins navigating menus	Placed in queue after 1 min or less navigating menus	Placed in queue after 30 secs or less navigating menus	Human answers call immediately (go to part 2)	0
CALL 2					
0	5	10	20	65	Total
Unable to Navigate Out of AS	Placed in queue after more than 2 mins navigating menus	Placed in queue after 1 min or less 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	20	65	Total
Unable to Navigate Out of AS	Placed in queue after more than 2 mins navigating menus	Placed in queue after 1 min or less navigating menus	Placed in queue after 30 secs or less navigating menus	Human answers call immediately (go to part 2)	0
Average					0/20

2/ Ease of Navigating Prompts					
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	0
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	0
Average					0 /10

3/ Time of wait provided				
CALL 1				
0	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	0
CALL 2				
0	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	0
CALL 3				
0	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	0
Average				0 /10

4/ Time in Queue to reach the Proper Person								
CALL 1								
0	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		4
CALL 2								
0	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		0
CALL 3								
0	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
Average								4.3/10

5/ Interrupting System			
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	0 /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	4 /5

7/ Automated System Tone			
Date of Call	Time of Call	Called by:	
0	5		Total
Automated system tries to sound human, patronizing		Automates system sounds professional, not preachy	0 /5

END OF PART 1

PART 2 – DEALING WITH PEOPLE

8/ Number of Transfers					
CALL 1					
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	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	10
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	10
Average					10/10

9/ Understanding/Comprehension					
CALL 1					
0	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	10
CALL 2					
0	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	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	10
Average					10 /10

10/ Operator Demeanor							
Note: rate operator who deals with main issue							
CALL 1							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	5
CALL 1							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	4
CALL 1							
0	2	4	5	6	8	10	Total
Rude			Indifferent			Professional, serious	10
							Average
							6.3/10

11/ Repetition		
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)	Total
DEDUCT 10 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 /+ 5 BONUS

END OF PART 3 - BONUS