

Quality Assurance Monitoring Sheet

Representative Score Sheet

Agent Name: _____

Date of Call: _____

Highlights of the call: _____

Telephone Etiquette / Customer Interaction			Weight
Opening/Greeting	Use appropriate greeting and <u>clearly state name.</u>	Displayed <input type="button" value="v"/>	10
Utilizing Script	Utilizing and follow scripts as provided.	Displayed <input type="button" value="v"/>	10
Demeanor / Tone / Language	Friendly, courteous, professional tone and demeanor; appropriate phrasing; speak clearly and express willingness to help.	Displayed <input type="button" value="v"/>	10
Listening Skills/ Empathy	Listen to customer; restate to clarify or confirm understanding of customer concerns. Empathize with customers (when necessary)	Displayed <input type="button" value="v"/>	10
System Use	Effectively use appropriate systems and tools such as assigned databases and client websites. Correctly complete all required fields and tasks	Displayed <input type="button" value="v"/>	5
Provide Correct Information	Advised correct information to customer regarding all product, shipping and ordering related questions.	Displayed <input type="button" value="v"/>	10
Hold Process	Utilize phrases such as "May I please put you on hold" and "Thank you for holding". Avoid long silences over 20 seconds and dead air.	Displayed <input type="button" value="v"/>	10
Ownership	Take ownership of all issues; avoid unnecessary transfers to supervisors; make appropriate save attempts.	Displayed <input type="button" value="v"/>	5
Upselling	Utilize upsell techniques provided by client. Advise customer of any discounts, special rates, or new products when required.	Displayed <input type="button" value="v"/>	10
Accuracy of Information	Read back customer name, address and credit card information to assure accuracy.	Displayed <input type="button" value="v"/>	10
Closing	Use appropriate closing techniques such as asking if there is anything else you may help them with and thank customer for calling.	Displayed <input type="button" value="v"/>	10

Total Score 100%

ACTUAL SCORE DUE TO INSUFFICIENT NOTES: _____

Supervisor's Initials _____
 Representative's Initials _____

*** NOTE: **INSUFFICIENT NOTES ARE A 20 POINT DEDUCTION** ***