



Customerwise

EVALUATION # 31869

15-12-2021

SURVEY: ENQUIRY CALL

HARRY HURST

Harry Hurst

National

National NA NA UK

Advisor: Harry Hurst

Team: Team B

Office: Office 1

Firm: Your Company

YOUR SCORE

89%



295/330 points

GREETING GRADE

GOOD

COMPANY AVG YTD

71%

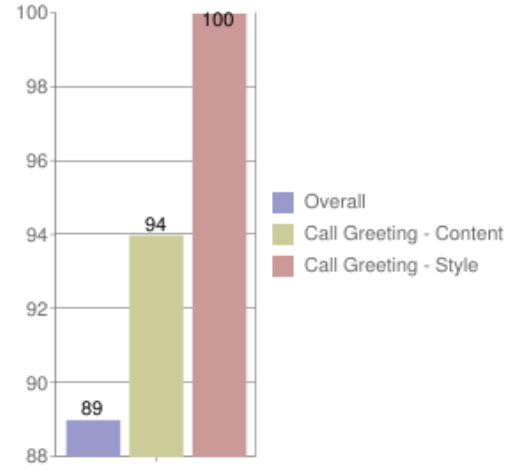


650 Evaluations

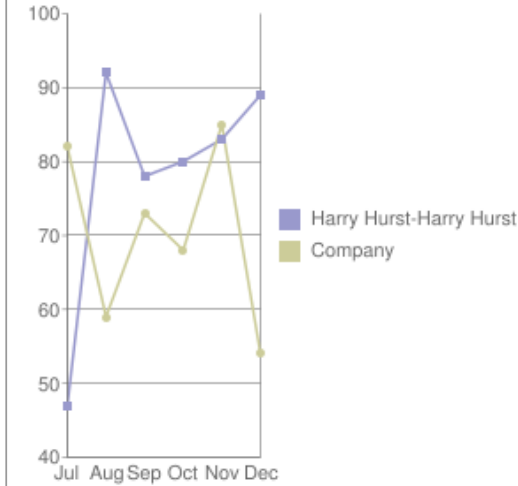
REPORT GRADE

UNGRADED (UNDER 70%)

GREETING



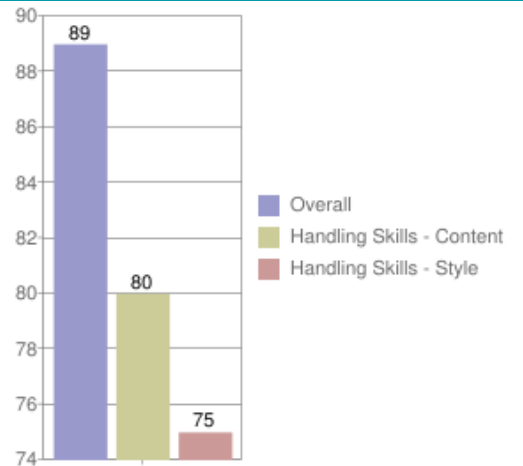
TREND



HANDLING SKILLS GRADE

EXCELLENT

HANDLING SKILLS



SECTION SCORES

Section	This Evaluation	Last Evaluation	+/-
Overall	89%	83%	+6%
Response Time	100%	100%	+0%
Call Greeting	97%	63%	+34%
Handling Skills	77%	100%	-23%

QUESTION	SCORE	ANSWER
Date of call		15/12/2021
Time of call		12:34
Report Grade		GOLD SILVER BRONZE ✓ Ungraded (Under 70%)
RESPONSE TIME 100% (40/40)		
How long did it take for your call to be answered?	40/40	✓ 0-10 seconds 11-15 seconds 16-20 seconds 21-30 seconds Over 30 seconds
How long in seconds did it take for your call to be answered?		Lorem ipsum dolor sit amet
CALL GREETING 97% (155/160)		
Greeting Grade		Excellent ✓ Good Average Poor
CALL GREETING - CONTENT 94% (75/80)		
Was the full company greeting given? (Good Morning/Good Afternoon/Good Evening then Company Information)	40/40	✓ Yes No, one or more parts were missing
Was the full greeting audible?	40/40	✓ Yes A small part of it was cut off A significant part of it was cut off
Did you hear the operator chatting before they gave the greeting? If so, how much of the chatting could you hear?	0/0	✓ No Yes, one of more words of chatting were heard
Did the operator use the correct greeting (Good Morning/Good Afternoon/Good Evening) for the time of day? If not, how far was the call outside the correct time of day for the given greeting?	-5/0	Yes ✓ Around 5 minutes Over 5 minutes
Were any words poorly enunciated, so that certain parts of the greeting were unclear? If so, to what degree was this?	0/0	✓ No Slightly Significantly
CALL GREETING - STYLE 100% (80/80)		
Was the greeting given at a suitable pace?	20/20	✓ Excellent Slightly hurried Extremely hurried
Was the projection of the greeting suitable?	20/20	✓ Excellent Slightly mumbled Very mumbled

Was the intonation of the greeting suitable?	20/20	✓ Excellent A little flat Significantly flat
Did the greeting have a suitable energy?	20/20	✓ Excellent energy Good energy Sounded at all bored
Was the volume level at all poor, affecting the loudness of the operator's voice? If so, to what level?	0/0	✓ No Voice slightly quiet/distant Voice significantly quiet/distant
Did the operator's speech sound breathy? If so, to what level did this have an effect?	0/0	✓ No It only affected occasional letters (e.g. 's' and 'f') It sounded breathy for a significant amount of the call

Please state the greeting given, and comment on the Call Greeting

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HANDLING SKILLS 77% (100/130)

Handling Skills Grade		✓ Excellent Good Average Poor
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HANDLING SKILLS - CONTENT 80% (40/50)

In their initial response, did the operator include both a "thank you" and a confirmation of the enquiry?	10/10	✓ Yes Both elements were present but the delivery was robotic One or both of these elements was omitted Call was dropped on transfer
Were any questions needed in order to deal with the enquiry fully?		Yes ✓ No
Was there a delay in the operator dealing with your enquiry?	10/10	✓ No Yes, but it was apologised for and/or explained Yes, and it wasn't apologised for and/or explained Call was dropped on transfer

Did the operator deliver information clearly and helpfully, adhering to any guidelines laid down for this scenario?	5/10	<p>All information given was clear and helpful, and adhered to any scenario guidelines</p> <p>✓ Information lacked either clarity or helpfulness</p> <p>Information was neither clear nor helpful</p> <p>Line was engaged/no reply, this was stated and a solution offered</p> <p>Line was engaged/no reply, this was stated but no solution offered</p> <p>Line was engaged/no reply, omitted either apology or statement of engaged/no reply</p> <p>Call was dropped on transfer</p>
Was the conversation with the operator closed with a clear and positive phrase? (eg Thank you, one moment please; thank you for calling)	5/10	<p>The close was both clear and positive</p> <p>The close was clear, but lacked active positivity</p> <p>✓ The close was positive, but unclear</p> <p>The close was neither positive nor clear</p> <p>Call was dropped on transfer</p>
If no transfer was needed, did the operator give the caller time to acknowledge closure prior to disconnection?	10/10	<p>N/A Call transferred</p> <p>✓ Yes</p> <p>No</p> <p>Call was dropped on transfer</p>

HANDLING SKILLS - STYLE 75% (60/80)

Was the handling conducted at a suitable pace?	20/20	<p>✓ Excellent</p> <p>Slightly hurried</p> <p>Extremely hurried</p> <p>Call was dropped on transfer</p>
Was the projection of the call handling suitable?	20/20	<p>✓ Excellent</p> <p>Slightly mumbled</p> <p>Very mumbled</p> <p>Call was dropped on transfer</p>
Was the intonation of the call handling suitable?	20/20	<p>✓ Excellent</p> <p>A little flat</p> <p>Significantly flat</p> <p>Call was dropped on transfer</p>
Did the call handling have a suitable energy?	0/20	<p>Excellent energy</p> <p>Good energy</p> <p>Sounded at all bored</p> <p>✓ Call was dropped on transfer</p>

Please state the confirmation/statement of intent given, and comment on the Call Handling

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CALL AUDIO

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