

Jane Slacker
Marion Monitor
43449
Faulty Product
GFP251218
300602

Results

	Question	Answer	Score	Max Possible
Yes/No type	1	Did the agent say thank you for calling or apply a local greeting?	1	1
	2	Did the agent mention the company name?	2	0
	3	Did the agent mention his/ her name?	1	1
	4	Did the agent offer assistance to the caller?	2	0
	5	If the call was transferred did the agent adapt the greeting accordingly?	1	1
	6	Did the agent ask for / confirm the caller's name?	1	1
	7	Did the agent ask for / confirm the caller's company Name?	2	0
	8	Did the agent ask for / confirm the caller's telephone number?	2	0
	9	Did the agent ask for / confirm the customer's account number?	1	1
	10	The agent displayed knowledge of previous calls	2	0
Options type	11	Full details of the call were obtained and understood	11	0
	12	The agent offered an appropriate timescale for a solution	6	6
	13	The customer was notified of all relevant documentation	11	0
	14	The agent offered transaction confirmation	11	0
	15	Correct procedures followed for placing a customer on hold	11	0
	16	Agent did not interrupt or talk over the customer	11	0
	17	Agent used effective questioning skills	11	0
	18	Agent demonstrated active listening	11	0
	19	Agent dealt with all the issues raised	11	0
	20	Agent went the extra mile for best customer experience	11	0

Total 11 19

57.9%

Call Center Sample Monitoring Forms

Christian G. Meyer



Call Center Sample Monitoring Forms:

Call Center Sample Monitoring Forms Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the energy of words has become more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such is the essence of the book **Call Center Sample Monitoring Forms**, a literary masterpiece that delves deep into the significance of words and their effect on our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book's key themes, examine its writing style, and analyze its overall effect on readers.

https://gandalf.roeckerfam.com/results/browse/HomePages/Beyond_Time_Space.pdf

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