



General Call Center Quality Assurance Form

conducted for

Mike Hill

Customer Name

Bill Adams

Date and Time of Call

23 Aug 2018 04:00 PM

Name of QA Specialist

Jen B.

Evaluation Date and Time

24 Aug 2018 05:30 PM

Completed on

24 Aug 2018 07:14 PM

Score

10/11.0 - 90.91%

Failed Responses

This section lists responses that were set as "failed responses" in the template used for this audit

Question	Response	Details
Did the agent offer further assistance at the end of the call?	No	Agent didn't ask if there's anything else he can help the customer with.

Audit - 10/11 90.91%

Question	Response	Details
Greeting		Score (1/1) 100.00%
Did the agent greet the customer according to the protocol?	Yes	
Understanding the Customer's Need		Score (1/1) 100.00%
Did the agent use probing questions to understand the customer's need?	Yes	
Solution Information		Score (3/3) 100.00%
Did the agent offer the most appropriate solution to meet the customer's needs?	Yes	
Did the agent answer customer questions correctly?	Yes	
Did the agent provide options to the customer (if applicable)?	N/A	
Did the agent provide other resources (if applicable)?	Yes	Good job directing the customer to the newly created knowledge base.
Customer Service		Score (4/4) 100.00%
Did the agent follow the correct procedures for transferring a call (if applicable)?	Yes	
Did the agent use empathetic listening skills?	Yes	
Did the agent display a professional manner throughout the call?	Yes	
Did the agent complete the call within the optimum call time while ensuring a positive experience for customer?	Yes	
End call		Score (1/2) 50.00%
Did the agent offer further assistance at the end of the call?	No	Agent didn't ask if there's anything else he can help the customer with.
Did the agent close the call in an appropriate manner?	Yes	

Question	Response	Details	
Completion			
Observations / Recommendations		This was a good call overall and the customer sounded happy at the end despite being upset at the beginning of the call.	
Full Name and Signature of QA Specialist	Jen B.	24 Aug 2018 07:14 PM	
Full Name and Signature of Employee	Mike Hill	24 Aug 2018 07:13 PM	