



# General Call Center Quality Assurance Form

24 Aug 2018 / Bill Adams / Mike Hill / Jen B.

Complete

Score	90.91%	Failed items	1	Actions	0
Customer Name					Bill Adams
Date and Time of Call					23 Aug 2018 14:00 PST
Name of Call Representative					Mike Hill
Name of QA Specialist					Jen B.
Evaluation Date and Time					24 Aug 2018 15:30 PST

**Failed Items**

1 failed

**Audit / End call**

**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**

1 failed, 90.91%

**Greeting**

100%

Did the agent greet the customer according to the protocol?

Yes

**Understanding the Customer's Need**

100%

Did the agent use probing questions to understand the customer's need?

Yes

**Solution Information**

100%

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**

100%

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**

1 failed, 50%

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

**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 17:14 PST

---

**Full Name and Signature of Employee**



**Mike Hill**  
24 Aug 2018 17:13 PST