

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

LL Leslie



Call Center Sample Monitoring Forms:

Unveiling the Energy of Verbal Artistry: An Mental Sojourn through **Call Center Sample Monitoring Forms**

In a world inundated with displays and the cacophony of instantaneous connection, the profound energy and mental resonance of verbal artistry frequently fade into obscurity, eclipsed by the regular barrage of sound and distractions. However, situated within the lyrical pages of **Call Center Sample Monitoring Forms**, a fascinating work of fictional splendor that impulses with natural feelings, lies an wonderful trip waiting to be embarked upon. Penned with a virtuoso wordsmith, this enchanting opus courses viewers on a mental odyssey, lightly exposing the latent potential and profound influence stuck within the delicate web of language. Within the heart-wrenching expanse with this evocative analysis, we will embark upon an introspective exploration of the book is central styles, dissect its charming publishing fashion, and immerse ourselves in the indelible effect it leaves upon the depths of readers souls.

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