

# Procedimiento auditoria de Clean Desk en WAHA

Seguridad de la Operación

**Teleperformance CGP**

1. Ingresar a CCMS y acceder.
2. Ir a **Console** y dar click en **Create Audit**

## Console

**Business**

Audit Console  
**Create Audit**  
My Saved Sessions  
Support Request Console

**Mass**

Mass Communication Console

## Report

**Benefits**

Employee Benefits Report  
Benefit Schedule Audit

**Employees and Labor Groups**

Employee Contacts  
Employee Search

**Human Resources**

Applicants Report  
Attrition Analyzer

**Miscellaneous**

**Communication Report**  
Client Summary

?

### 3. En la ventana de **Create Audit** diligenciar la siguiente información

The screenshot shows a web browser window titled '[CCMS] || Create Audit - Google Chrome'. The URL is 'wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl?frmTarget=AUDIT&frmOption=CREATE'. The page header includes 'Teleperformance CCMS' and the date 'Wednesday Apr 08, 2020 16:31:46 America/Bogota'. The main content is titled 'Console Create Audit'. A section titled 'Audit' contains five input fields: 'Reviewer Ident \*' with value '2102489', 'Audit Date \*' (empty), 'Audit Form Type \*' with dropdown menu 'Choose', 'Audit Form \*' with dropdown menu 'Choose', and 'Auditor Type \*' with dropdown menu 'Choose'. At the bottom left is a 'Teleperformance Restricted' banner with version '4.08111'. Navigation links include 'Help', 'Supported Browsers', and a question mark icon. At the bottom are 'Cancel' and 'Submit' buttons.

**Reviewer Ident:** CCMS ID de la persona quien hace la auditoria

**Audit Date:** fecha de la auditoria

**Audit Form Type:** None

**Audit Form:** Home Agent – Clean Desk Audit

**Auditor Type:** Sub - Company

4. Al terminar de diligenciar la información solicitada, dar click en Submit

The screenshot shows a web browser window titled "[ CCMS ] || Create Audit - Google Chrome". The URL is "wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl?frmTarget=AUDIT&frmOption=CREATE". The page header includes "Teleperformance CCMS" and the date "Wednesday Apr 08, 2020 16:31:46 America/Bogota". The main content is titled "Console" and "Create Audit". A section titled "Audit" contains the following form fields:

- Reviewer Ident \*: 2102489
- Audit Date \*: 2020-04-08
- Audit Form Type \*: None
- Audit Form \*: Home Agent - Clean Desk Audit
- Auditor Type \*: Sub-Company

At the bottom of the page, there is a footer with links: "Teleperformance Restricted", "Help", "Supported Browsers", "Last login activity: 01:21:49 ago.", and "© 2020 Teleperformance". A blue question mark icon is located in the bottom right corner. At the very bottom, there are two buttons: "Cancel" on the left and a large blue "Submit" button on the right, which is circled in red.

## 5. Luego escoger el Audit Binding

wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl

Audit Date	2020-07-08
Audit Form Type	None
Audit Form	Home Agent - Clean Desk Audit
Auditor Type	Sub-Company
<b>Audit Binding</b>	
Type	Client
Client	Choose AC ACH Colombia SA <b>Aero Republica</b> Aetna
<b>Target</b>	
Program :	Aero Republica BTSOX Ventas Inglés Agents
Program :	Aero Republica BTSOX Ventas Español Agents
Program :	Aero Republica BTSOX Training Trainer

Teleperformance Restricted      Help      Supported Browsers      Last login activity: 01:32:05 ago.  
4.08111      © 2020 Teleperfomance ?  
Back      Submit

Type: Client (operación que se auditara)

Client: Campaña

6. Dar click en +Target, con el fin de escoger los LOB a auditar (en caso de querer cerrar una auditoria por los LOB

7. Click en Submit

## 8. Realizar la auditoria según cada uno de los puntos del cuestionario

The screenshot shows the 'Create Audit' page in Google Chrome. On the left, there's a sidebar with 'Section Select' (Expand All Sections, Collapse All Sections, Select Section), 'Session Tools' (Save Session), and 'Form Score' (Form Score: 0, Possible Score: 0, Weighted Average: N/A). The main area has a section titled 'Interviewed Employees' with fields for 'Employee Ident' and 'Date'. Below this is a table with columns: Employee Ident, Employee Name, Position Code, Date, and Remove. Underneath the table are sections for 'Employee Environment – Observed Via Camera' (Weight 50.00, Weighted Average N/A) and 'Clean Desk Reminders' (Weight 50.00, Weighted Average N/A). Each reminder has three questions with 'Choose' dropdowns and a blue question mark icon. At the bottom are 'Reset' and 'Cancel' buttons, and a large 'Review' button.

**Employee Ident:** CCMS ID de la persona quien recibirá la auditoria, en este caso los agentes de WAHA

**Date:** fecha de la auditoria

## 9. Diligenciar las preguntas de la auditoría:

[CCMS] || Create Audit - Google Chrome

wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl

Section Select

Employee Environment – Observed Via Camera

1. No cell phones were seen during interaction Weight 50.00 Weighted Average N/A

Choose

2. Distraction free environment (No others observed or heard in background) Weight 50.00 Weighted Average N/A

Choose

3. Computer is not pointed towards any windows Weight 50.00 Weighted Average N/A

Choose

4. No recording devices were seen or being used Weight 50.00 Weighted Average N/A

Choose

5. No writing utensils or paper were used or visible Weight 50.00 Weighted Average N/A

Choose

6. Any visible doors in background are closed Weight 50.00 Weighted Average N/A

Choose

Clean Desk Reminders

Weight 50.00 Weighted Average N/A

?

Reset Cancel Review

### 9.1. En la opción: Employee Environment – Observed Via Camera:

1. **No cell phones were seen during interaction** (celulares vistos durante la auditoría): elegir Pass o Fail
2. **Distraction free environment (No others observed or heard in background)** (libre de distracciones, otras personas vistas o escuchadas durante la auditoría): elegir Pass o Fail
3. **Computer is not pointed towards any windows** (el PC no esta cerca a ventanas): elegir Pass o Fail
4. **No recording devices were seen or being used** (dispositivos de grabación observados o usados durante la auditoria): elegir Pass o Fail
5. **No writing utensils or paper were used or visible** (papel o utensilios para escribir visibles o usados durante la auditoria): elegir Pass o Fail
6. **Any visible doors in background are closed** (puertas visibles estan cerradas durante la auditoria): elegir Pass o Fail

[ CCMS ] || Create Audit - Google Chrome

wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl

Section Select

Employee Ident Employee Name Position Code Date Remove

Employee Environment – Observed Via Camera  
Weight 50.00 Weighted Average N/A

Clean Desk Reminders  
Weight 50.00 Weighted Average N/A

Session Tools

Save Session

Form Score

Form Score 0  
Possible Score 0  
Weighted Average N/A

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4.08111

Help Supported Browsers Last login activity: 01:48:49 ago.  
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Reset Cancel Review

The screenshot shows a web-based audit creation tool. On the left, there's a sidebar with 'Section Select' and various session tools like 'Save Session'. The main area displays a table of audit sections. The 'Clean Desk Reminders' section is highlighted with a red oval. Below it, three specific questions are listed under the heading 'Clean Desk Reminders': 1. Was the employee reminded of their clean desk agreement? 2. Was the employee reminded of their Social Media responsibility? 3. Was the employee reminded of the importance of the privacy and security policies, and the consequences of breaching? Each question has a 'Choose' button next to it. At the bottom of the page, there are buttons for 'Reset', 'Cancel', and 'Review'.

## 9.2. En la opción: Clean Desk Reminders

1. Was the employee reminded of their clean desk agreement? (¿Se le recordó al empleado su acuerdo de escritorio limpio?): elegir Yes o No
2. Was the employee reminded of their Social Media responsibility? (¿Se le recordó al empleado su responsabilidad en las redes sociales?): elegir Yes o No
3. Was the employee reminded of the importance of the privacy and security policies, and the consequences of breaching? (¿Se le recordó al empleado la importancia de las políticas de privacidad y seguridad y las consecuencias del incumplimiento?): elegir Yes o No

## Section Select

[Expand All Sections](#)[Collapse All Sections](#)

Select Section ▾

## Session Tools

[Save Session](#)

## Form Score

Form Score 9

Possible Score 9

Weighted Average 100

PASS

3. Computer is not pointed towards any windows

PASS

4. No recording devices were seen or being used

PASS

5. No writing utensils or paper were used or visible

PASS

6. Any visible doors in background are closed

PASS

## Clean Desk Reminders

Weight 50.00 Weighted Average 100

1. Was the employee reminded of their clean desk agreement?

YES

2. Was the employee reminded of their Social Media responsibility?

YES

3. Was the employee reminded of the importance of the privacy and security policies, and the consequences of breaching?

YES

?

[Reset](#)[Cancel](#)[Review](#)

10. Para pasar la auditoria es necesario cumplir con el **100%** de las preguntas, es decir **9** preguntas, si alguna auditoria queda menos de **100%**, esta se debe repetir el mismo día

11. Para finalizar se da click en **Review** y la auditoria quedara guardada en el sistema

[ CCMS ] || Create Audit - Google Chrome

wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl

## Create Audit

### Audit Summary

Form Ident	106934
Audit Form Type	None
Audit Form Name	Home Agent - Clean Desk Audit v1
Target	Program : Aero Republica BTSOX Ventas Inglés Agents Program : Aero Republica BTSOX Ventas Español Agents Program : Aero Republica BTSOX Training Trainer
Auditor Type	Sub-Company
Reviewer	Eduardo J Castano Idarraga
Audit Date	2020-04-08

### Form Score

Score	9.00
Possible Score	9.00
Percent	100.00
Average Score / Question	1.00

### Interviewed Employees

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Submit

12. Una vez se haya revisado la información se da click en **Submit**

[ CCMS ] || Create Audit - Google Chrome

wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl

Teleperformance CCMS      Wednesday Apr 08, 2020 17:31:00 America/Bogota

Console

# Create Audit

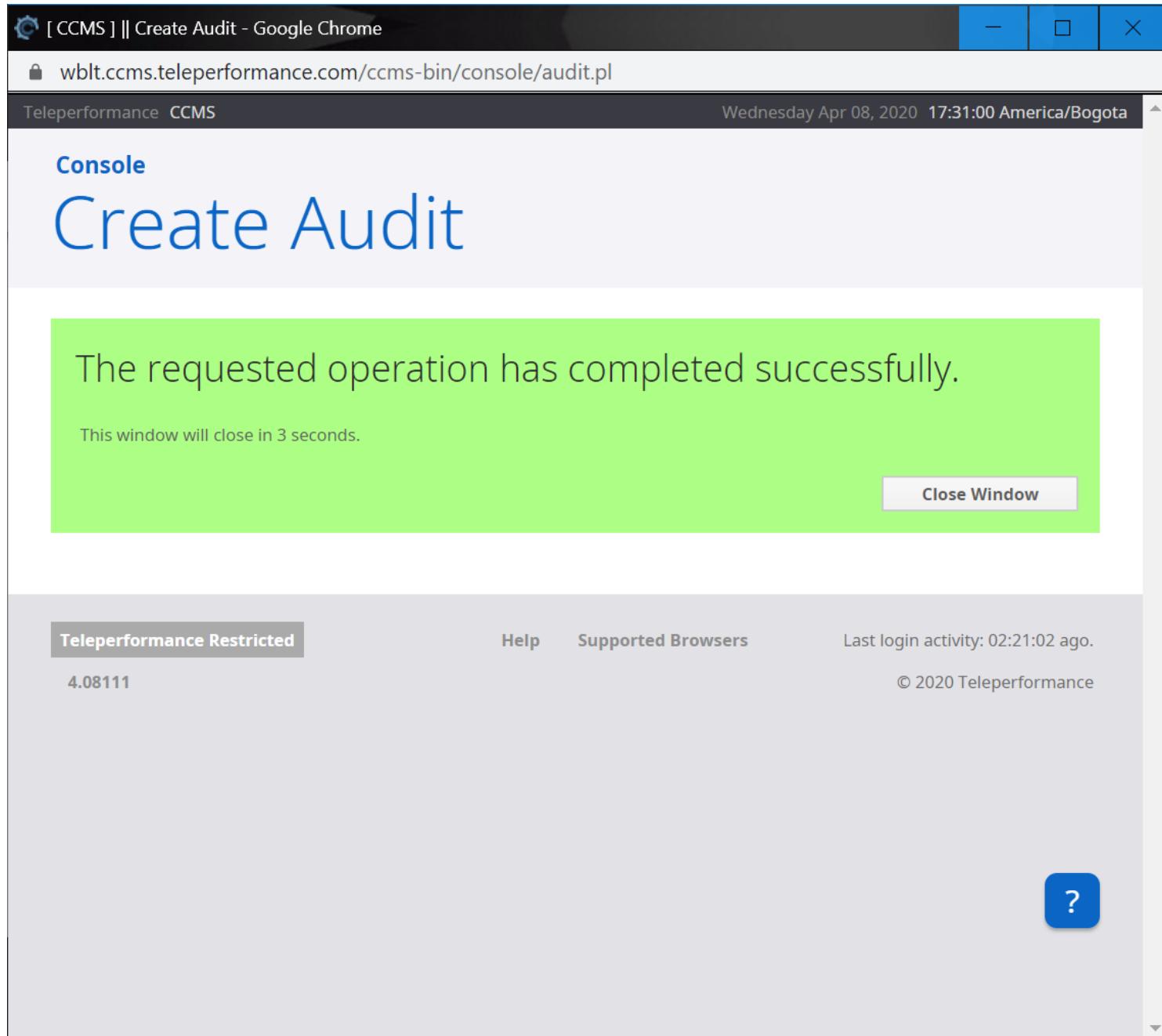
The requested operation has completed successfully.

This window will close in 3 seconds.

[Close Window](#)

Teleperformance Restricted      Help      Supported Browsers      Last login activity: 02:21:02 ago.  
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A screenshot of a web browser window titled 'Create Audit - Google Chrome'. The URL is 'wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl'. The page header includes 'Teleperformance CCMS' and the date 'Wednesday Apr 08, 2020 17:31:00 America/Bogota'. Below the header, it says 'Console' and 'Create Audit'. A large green rectangular overlay box contains the text 'The requested operation has completed successfully.' and 'This window will close in 3 seconds.' with a 'Close Window' button. At the bottom of the page, there's a footer with 'Teleperformance Restricted', 'Help', 'Supported Browsers', 'Last login activity: 02:21:02 ago.', version '4.08111', copyright '© 2020 Teleperformance', and a question mark icon.

13. Ya esta realizada la auditoria de [Clean Desk](#) para agentes [WAHA](#).

Gracias!