

# 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

[ CCMS ] || Create Audit - Google Chrome

wblt.ccms.teleperformance.com/ccms-bin/console/audit.pl?frmTarget=AUDIT&frmOption=CREATE

Teleperformance CCMS Wednesday Apr 08, 2020 16:31:46 America/Bogota

## Create Audit

Audit

Reviewer Ident \* 2102489

Audit Date \*

Audit Form Type \* Choose

Audit Form \* Choose

Auditor Type \* Choose

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Help Supported Browsers Last login activity: 01:21:49 ago. © 2020 Teleperformance

Cancel Submit

**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 with the title "[ CCMS ] || Create Audit - Google Chrome". The address bar displays the URL "wbldt.ccms.teleperformance.com/ccms-bin/console/audit.pl?frmTarget=AUDIT&frmOption=CREATE". The page header includes "Teleperformance CCMS" and the date/time "Wednesday Apr 08, 2020 16:31:46 America/Bogota".

### Console

## Create Audit

Audit

Reviewer Ident *	<input type="text" value="2102489"/>	
Audit Date *	<input type="text" value="2020-04-08"/>	
Audit Form Type *	<input type="text" value="None"/>	▼
Audit Form *	<input type="text" value="Home Agent - Clean Desk Audit"/>	▼
Auditor Type *	<input type="text" value="Sub-Company"/>	▼

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## 5. Luego escoger el Audit Binding

[ CCMS ] || Create Audit - Google Chrome

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

Audit Date: 2020-04-08

Audit Form Type: None

Audit Form: Home Agent - Clean Desk Audit

Auditor Type: Sub-Company

---

### Audit Binding

Type: Client

Client: Choose  
AC  
ACH Colombia SA  
Aero Republica  
Aetna

+ Target

Target

Program : Aero Republica BTSOX Ventas Inglés Agents

Program : Aero Republica BTSOX Ventas Español Agents

Program : Aero Republica BTSOX Training Trainer

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Last login activity: 01:32:05 ago.

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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

CCMS ] Create Audit - Google Chrome

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

Section Select

Expand All Sections

Collapse All Sections

Select Section

Session Tools

Save Session

Form Score

Form Score0

Possible Score0

Weighted AverageN/A

Interviewed Employees

Employee Ident

Date

Add

Employee Ident	Employee Name	Position Code	Date	Remove
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Employee Environment – Observed Via Camera

Weight 50.00

Weighted Average N/A

Clean Desk Reminders

Weight 50.00

Weighted Average N/A

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

Choose

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

Choose

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

Choose

Reset

Cancel

Review

**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:

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Section Select

Expand All Sections

Collapse All Sections

Select Section ▼

Session Tools

Save Session

Form Score

Form Score	0
Possible Score	0
Weighted Average	N/A

**Employee Environment – Observed Via Camera**

Weight 50.00 Weighted Average N/A

1. No cell phones were seen during interaction  
Choose
2. Distraction free environment (No others observed or heard in background)  
Choose
3. Computer is not pointed towards any windows  
Choose
4. No recording devices were seen or being used  
Choose
5. No writing utensils or paper were used or visible  
Choose
6. Any visible doors in background are closed  
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

Expand All Sections

Collapse All Sections

Select Section ▼

Session Tools

Save Session

Form Score

Form Score	0
Possible Score	0
Weighted Average	N/A

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	
1. Was the employee reminded of their clean desk agreement?				
Choose				
2. Was the employee reminded of their Social Media responsibility?				
Choose				
3. Was the employee reminded of the importance of the privacy and security policies, and the consequences of breaching?				
Choose				

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Reset Cancel 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



[ CCMS ] || Create Audit || 100% - Google Chrome

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

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 BTS0X Ventas Inglés Agents Program : Aero Republica BTS0X Ventas Español Agents Program : Aero Republica BTS0X Training Trainer
Auditor Type	Sub-Company
Reviewer	Eduardo J Castano Idarraga
Audit Date	2020-04-08

#### Form Score

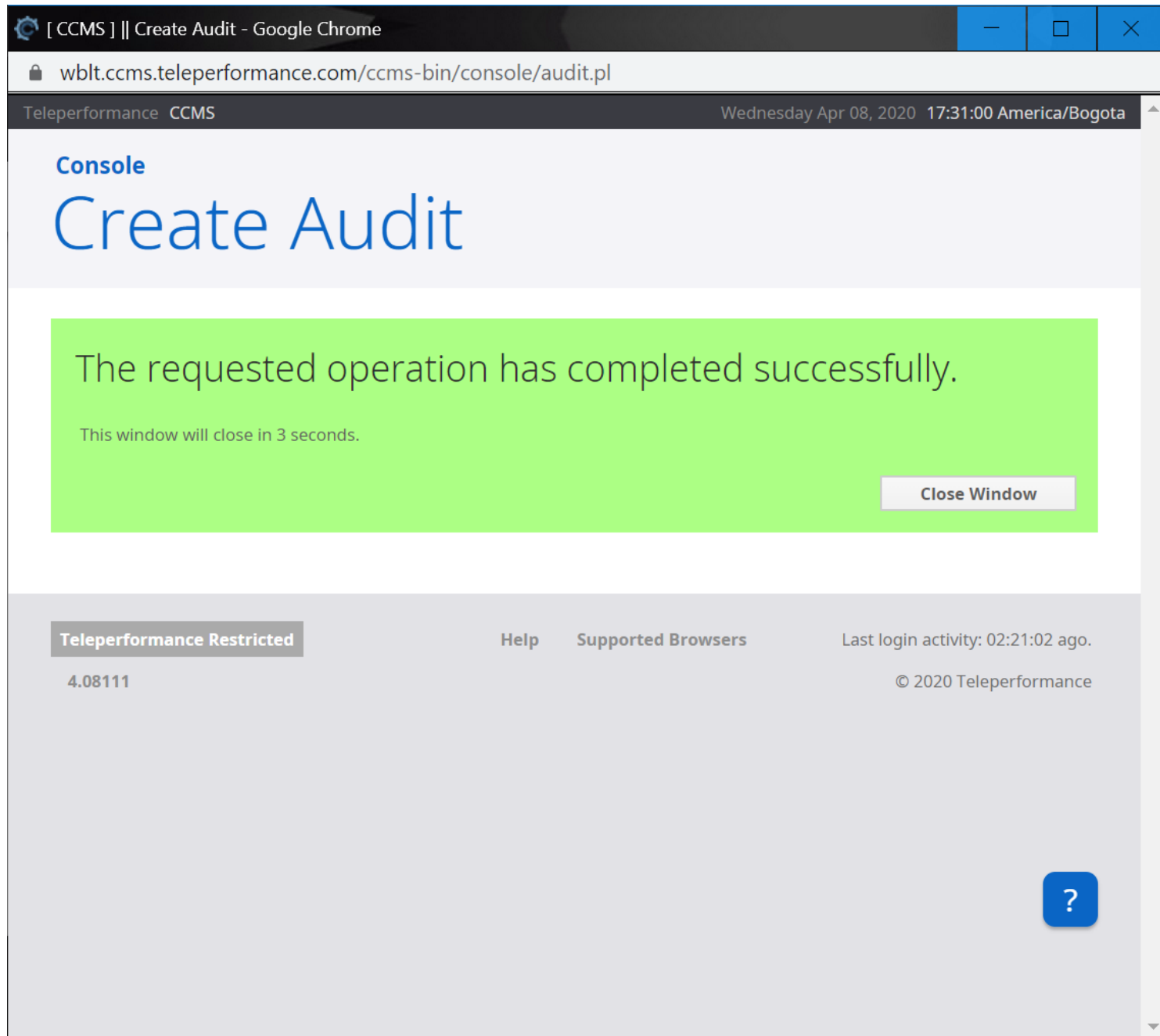
Score	9.00
Possible Score	9.00
Percent	100.00
Average Score / Question	1.00

#### Interviewed Employees

First Name	Last Name	Phone	Country
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[Back](#) [Submit](#)

12. Una vez se haya revisado la información se da click en [Submit](#)



13. Ya esta realizada la auditoria de **Clean Desk** para agentes **WAHA**.

Gracias!