

## QA EVALUATION

Total Score

0

QA NAME

QA 06

Dispatcher Name

David Muuo

Date of Call

09-Mar-2023

Dispatcher Extension

555

Duty Type

Light Duty

Job Type

Motorcycle Tow Service

Lead/Job Number

74562

## CATEGORY A: OPENING (10%)

0

Classification

Yes or No

Comments

A1 - Did the dispatcher confirm all the information that was on the job description?

Yes

A2 - Did the dispatcher request a picture of the vehicle if needed?

Yes

A3 - Did the dispatcher send invoice for OOP Clients for signature and get their State ID #, CC information and have SD or Manager run the card?

Yes

A4 - Did the dispatcher add new information that was given by the client?  
Examples but not limited to:  
Will there be a ride along? If unattended were keys left and if so, where are they hidden?

Yes

## CATEGORY B: TOOLS UTILIZATION (30%)

0

Classification

Yes or No

Comments

B1 - Did the dispatcher introduce themselves to the vendor using the correct company name?

Yes

B2 - Did the dispatcher clearly ask the vendor first if they could assist with "type of service, type of vehicle"?

Yes

B3 - Did the dispatcher fully disclose all known information about the vehicle and any special request/equipment that our client made/needed?

Yes

Yes

B4 - Did the dispatcher send a picture of Heavy-Duty vehicle, winch out service, lowered vehicle, or accident tow/recovery to the vendor?	
B5 - Did the dispatcher try and give the quote to the vendor of the instant approval amount? If vendor declined amount did, they get the vendor's quote, ETA and (if not an appointment) GOA	Yes
B6 - Did the dispatcher try and lower the given quote from the vendor?	Yes

CATEGORY C: DELIVERY (20%)		0
Classification	Yes or No	Comments
C1 - Did dispatcher get approval from SD or Manager for sending the job to the vendor?	Yes	
C2 - Did the dispatcher follow the protocol for sending to a Tiered vendor?	Yes	
C3 - Did the dispatcher confirm all contact information for the vendor?	Yes	
C4 - Did the dispatcher go over the full disclosure with the vendor?	Yes	
C5 - Did the dispatcher call the client 1st and inform them of the updated ETA and cancelation fee for COD?	Yes	
C6 - Did the dispatcher fill out the vendor log and add all the needed notes to the job?	Yes	
C7 - High profit job.	Yes	
C8 - Did the job turn out to be negative profit.	Yes	
C9 - Saved Lead/Job		
C10 - Discounted Price Received for Instant Approval		
C11 - They handle the call in a professional manner.		