

QA EVALUATION

Total Score

40

Agent Name

Tristan Githinji

QA NAME

QA 01

Date of Call

14-Mar-2023

Agent's Extension

562

Lead/Job

General Inquiry

Lead/Job Number

25252

Duty Type

Heavy Duty

Job Type

Jumpstart Service

CATEGORY A: OPENING (10%)

10

Classification

Yes or No

Comments

A1 - Did the agent answer the call within the first 2 rings?

Yes

A2 - Did the agent answer the call at all?

A3 - Did the agent address the client with his/her first and last name?

Yes

A4 - Did the agent do the opening spiel? Did the agent do the opening spiel within 3 seconds after answering the call?

Yes

CATEGORY B: TOOLS UTILIZATION (30%)

30

Classification

Yes or No

Comments

B1 - Did the agent follow the call flow based on the script? Did the agent ask for or provide the information in order?

Yes

B2 - Did the agent ask the manager to run the card, when necessary, in a timely manner?

Yes

B3 - Did the agent put the information on the correct boxes? Did the agent convert the lead to a job correctly?

Yes

B4 - Did the agent add the necessary notes and tags on Workiz?

Yes

B5 - Did the agent inform the client that we will be transferring him/her before the agent pressed the transfer button?

Yes

B6 - Did the agent ask a manager or a senior agent for job updates or whenever necessary and in a timely manner?	Yes
B7 - Did the agent follow the Google Listing Script?	Yes

CATEGORY C: DELIVERY (20%)		0
Classification	Yes or No	Comments
C1 - Did the agent talk to the client calmly and politely?		
C2 - Did the agent sound confident in providing the information to the client?		
C3 - Did the agent deliver the answer in a positive way?		
C4 - Did the agent put the client on hold for not more than 2 minutes? Did the agent inform the client that we will put him/her on hold before pressing the hold button?		
C5 - Did the agent refrain from having dead air for more than 5 seconds?		
C6 - Did the agent have a quiet background?		
C7 - Did the agent pronounce the words correctly? Were the sentences constructed correctly by the agent on the call?		
C8 - Did the agent sound lively on the call?		

CATEGORY D: RESOLUTION/INFO PROVIDED (19%)		0
Classification	Yes or No	Comments
D1 - Did the agent provide the correct information to the client or vendor?		
D2 - Did the agent provide incorrect information to the client or vendor which resulted to business loss?		
D3 - Was the agent able to convert the call to an actual job?		

D4 - Did the agent provide complete information/resolution to the client? Did the agent provide the best resolution?	
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CATEGORY E: ACTIVE LISTENING (10%)		0
Classification	Yes or No	Comments
E1 - Did the agent acknowledge or answer a client’s question?		
E2 - Did the client have to ask the agent for the same question or provide the answer twice or more?		

CATEGORY F: ASKING QUESTIONS (8%)		0
Classification	Yes or No	Comments
F1 - Did the agent ask for relative information from the client?		
F2 - Did the agent ask for the necessary information to the client?		

CATEGORY G: CLOSING (3%)		0
Classification	Yes or No	Comments
G1 - Did the agent follow the closing spiel indicated on the script?		
G2 - Saved Lead/Job		
G3 - They handle the call in a professional manner.		

REMARKS
Call Summary
Strength
Opportunities
Action Plan