

## QA EVALUATION

Total Score

0

QA NAME

QA 01

Dispatcher Name

Andrew Masila

Date of Call

07-Mar-2023

Dispatcher Extension

562

Duty Type

Medium Duty

Job Type

Jumpstart Service

Lead/Job Number

12361

## CATEGORY A: OPENING (10%)

0

Classification

Yes or No

Comments

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

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

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?

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?

## 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?

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

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

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|--|--|
| 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 |  |
| B6 - Did the dispatcher try and lower the given quote from the vendor?   |  |

| 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?                      |           |          |
| C2 - Did the dispatcher follow the protocol for sending to a Tiered vendor?                                 |           |          |
| C3 - Did the dispatcher confirm all contact information for the vendor?                                     |           |          |
| C4 - Did the dispatcher go over the full disclosure with the vendor?  |           |          |
| C5 - Did the dispatcher call the client 1st and inform them of the updated ETA and cancelation fee for COD? |           |          |
| C6 - Did the dispatcher fill out the vendor log and add all the needed notes to the job?                    |           |          |
| C7 - High profit job.   |           |          |
| C8 - Did the job turn out to be negative profit.  |           |          |
| C9 - Saved Lead/Job   |           |          |
| C10 - Discounted Price Received for Instant Approval  |           |          |
| C11 - They handle the call in a professional manner.  |           |          |