

TELSTRAT QUICK START

Filling out the Telstrat Form

Telstrat Form

Supervisor
Falzone, Lauren

Associate
Manager: Anderson, Doug

Call Date
01/20/2020

Call url
http://usbfwis1002/Engage/Playback?UID=2001201106490VVZ

Quote ID

Attitude: Exceeds Expectations (Rating: 4)

Full Solution: Meets Expectations (Rating: 3)

Acknowledgments: Exceeds Expectations (Rating: 4)

Customer Experience: Exceeds Expectations (Rating: 4)

Buttons: Submit, Reset

Telstrat Form

Overall Rating: Meets Expectations

General Rating 1: Meets Expectations (Rating: 3)

General Rating 2: Meets Expectations (Rating: 3)

Overall Rating Notes: Customer has PO, needing to track down part.

End User Collection: Yes No N/A

Close Date: Yes No N/A

Accurate Pricing: Yes No N/A

Proper Use of Hold: Yes No N/A

Reviewed Call: Yes No N/A

Buttons: Submit, Reset

Top Successes

- Attitude Understanding Full Solution Customer Experience
- Good attitude
- Optional Field

Top Areas of Opportunity

- Attitude Understanding Full Solution Customer Experience
- There was an opportunity to expand the sale
- Optional Field

General Comments to Agent

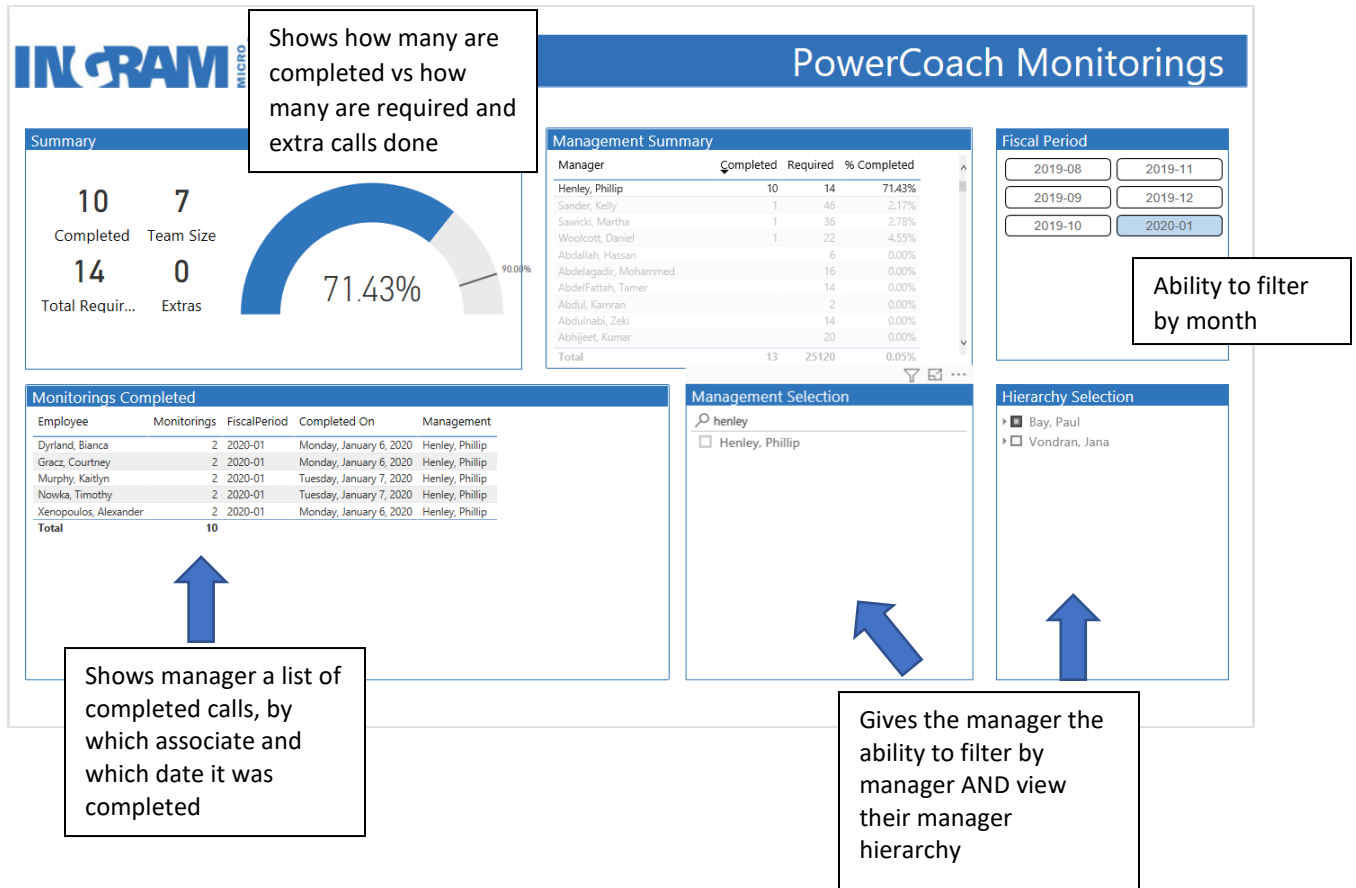
Optional Field

Buttons: Submit, Reset

- Please note that it is **mandatory** to fill out at least one top success AND one top opportunity.
- You have a maximum of **2,048** characters per response section
- This page will time out after **60 minutes**

Click **Submit** when all fields are completed

Ingram Telstrat Governance Dashboard



- The Telstrat Governance Dashboard information is updated **two** times per day. For example, call ratings conducted in the morning will be reflected on the dashboard by the afternoon
- Associate/Supervisor relationship is updated **one** time weekly (Monday AM). Any changes made to the organizational structure will be reflected on the dashboard the following week.
- The manager is required to do two calls per month per associate. If an associate receives a below overall rating for one of these two calls, the manager is required to do a third call monitoring for that associate.