

QA Score: 67.1%

Label: Neutral

Call Length: 2.58 min

Reason: order status inquiry

Outcome: order is on backorder, customer may request refund if not resolved

Summary: Customer called to inquire about the status of their order, which is on backorder. Agent informed the customer about the delay and offered a refund if the issue is not resolved within a week.

Strengths: The agent was polite and maintained a professional tone throughout the call.

Challenges: The agent did not provide a clear timeline for the order update or resolution.

Coaching Suggestions:

- Provide a clear timeline for when the customer can expect updates.
- Summarize the call and confirm next steps before ending.
- Ensure all customer information is documented accurately.

Rubric Details (per code):

1.1.0: Pass

1.2.0: Pass

1.2.1: N/A

1.2.2: N/A

1.2.3: N/A

1.2.4: N/A

1.2.5: N/A

1.2.6: N/A

1.2.7: N/A

1.2.8: N/A

1.2.9: N/A

1.3.0: Pass

1.3.1: N/A

1.3.2: Fail - Agent did not communicate the refund timeline clearly.

1.3.3: N/A

1.4.0: Fail - Agent did not set clear expectations regarding the timeline for the order update.

1.4.1: N/A

1.4.2: N/A

1.4.3: Pass

1.4.4: N/A

1.4.5: N/A

1.4.6: N/A

1.4.7: N/A

1.4.8: N/A

1.4.9: N/A

1.4.10: N/A

1.4.11: N/A

1.4.12: N/A

1.4.13: N/A

1.4.14: N/A

1.5.0: N/A

1.5.1: N/A

1.5.2: N/A

1.5.3: N/A

1.6.0: Fail - Agent failed to provide a clear summary of the call and next steps.

2.1.0: N/A

2.1.1: N/A

2.1.2: N/A

2.1.3: N/A

2.1.4: N/A

2.1.5: N/A

2.2.0: N/A

2.2.1: N/A

2.2.2: N/A

2.2.3: N/A

2.2.4: N/A

2.2.5: N/A

2.2.6: N/A

2.2.7: N/A

2.2.8: N/A

2.3.0: N/A

2.3.1: N/A

2.3.2: N/A

2.3.3: N/A

2.4.0: N/A

2.4.1: N/A

2.4.2: N/A

2.4.3: N/A

2.4.4: N/A

2.5.0: N/A

2.5.1: N/A

2.5.2: N/A

2.5.3: N/A

2.5.4: N/A

2.5.5: N/A

2.5.6: N/A

2.5.7: N/A

2.5.8: N/A

2.5.9: N/A

2.5.10: N/A

2.5.11: N/A

2.5.12: N/A

2.5.13: N/A

2.5.14: N/A

2.5.15: N/A

2.5.16: N/A

2.5.17: N/A

2.5.18: N/A

2.5.19: N/A

2.6.0: N/A

2.6.1: N/A

2.7.0: N/A

2.7.1: N/A

2.7.2: N/A

2.7.3: N/A

2.7.4: N/A

2.7.5: N/A

2.8.0: N/A

2.8.1: N/A

2.8.2: N/A

2.9.0: N/A

2.9.1: N/A

2.9.2: N/A

2.9.3: N/A

3.1.0: N/A

3.2.0: N/A

3.3.0: N/A

3.4.0: N/A

3.5.0: N/A

3.6.0: Fail - Agent did not accurately explain the inventory status or provide an ETA.

3.7.0: N/A

3.7.1: Pass

3.7.2: N/A

4.1.0: Pass

4.1.1: N/A

4.1.2: Pass

4.2.0: Pass

4.2.1: Pass

4.3.0: Fail - Agent did not document the call details accurately.

4.3.1: N/A

4.3.2: Pass

4.3.3: N/A

4.3.4: N/A

4.3.5: N/A

4.3.6: N/A

4.3.7: N/A

4.3.8: N/A

4.3.9: N/A

4.4.0: Pass

4.4.1: N/A

4.5.0: Pass

5.1.0: N/A

5.1.1: N/A

5.1.2: N/A

5.1.3: N/A

5.1.4: N/A

5.2.0: N/A

5.2.1: Pass

5.3.0: N/A

5.4.0: N/A

6.1.0: Fail - Agent did not summarize the key points discussed during the call.

6.1.1: Fail - Agent did not provide clear next steps and expected timelines.

6.1.2: Pass

6.1.3: Pass

6.2.0: Pass

6.3.0: N/A

6.3.1: N/A

6.3.2: N/A

6.3.3: N/A

6.3.4: N/A

6.3.5: N/A

6.3.6: N/A

6.3.7: N/A

6.3.8: N/A

6.4.0: Pass