

Service Provider				
SNO.	Attributes	Sub Attributes	Instamart	Airtel Broadband
		Talk with respect of customer	1	0
		Address Probing	1	0
1	Deliver to Customer	Contact with email and phone number	1	1
		Online Payment	1	1
		On time Delivery	1	0
		Deliver to right customer	1	1
		Response of customer	1	1
2	Listening Skills	Communicated with customer	1	0
		never interrupt to customer.	0	1
		Providing feedback about their problem.	0	1
		Tracking of product	1	1
		on time Delivery	1	0
3	On Time delivery	delivery fees (cost of delivery)	0	0
		Availability on Address	1	1
		On Time Return policy	0	1
		Ship date and Delivery date	1	1
		identity of product	1	0
4	Product Quality	material composition	1	0
		Replacement option	1	0
		security	1	1
		check Information Of customer	1	1
		Patience is a must	1	1
5	Communicate Clearly With the Customer	Attentiveness helps if required	1	1
		Avoid interrupting	1	1
		Honesty works every time	1	1
		Total Numbers of Service	21	16
		Rating ★★★★★	4.2	3.2
		Service Status	Excellent Service	Average Service
	Note:-			
	Max No. of Best Ser.= 25, Rating ★★★★★			
	5 Number is 1★			
	Poor = 1.0 to 3.0 rating			
	Average = 3.1 to 3.9 rating			
	Excellent = 4.0 to above			

Service Provider						
SNO.	Attributes	Sub Attributes	Test Cases	Points	Instamart	Airtel Broadband
			Reply in a timely manner	1		
		Talk with respect of customer			2	2
			Always use your customer's name	1		
			Total		2	2
			By E-mail	1		
		Address Probing			2	2
			By Telephone	1		
			Total		2	2
1	Deliver to Customer		Cash Or offline	1		
		payment options			2	2
			Online	1		
			Total		2	2
			Durable and high quality	1		
		Packaging of product			2	2
			Tamper-evident and secure	1		
			Total			
			Name and Adreess check during order time	1		
		Deliver to right customer			2	2
			Check Products	1		
			Total			
			Listen to or read the customer's complaint. ...	1		
		Response to customer			2	2
			Thank the customer for their feedback. ...	1		
			Total			
2	Listening Skills		Phone	1		
		Communicated with customer			2	2
			Live Chat Assistent	1		
			Total			
			negative feedback.	1		
		Providing feedback about Service			2	2
			Be timely with feedback	1		
			Total			
			Adding/Updating/Deletion of Records	1		

		Tracking of product		1	2	2
			Tracking product any time	1		
			Total			
			Deliver Extract time	1		
		On time Delivery			2	2
			Deliver after 1 hrs and More	1		
			Total			
3			Order Time	1		
		delivery fees (cost of delivery)			2	2
			Deliver Time	1		
			Total			
			Return product within 24 hours	1		
		Return Policy of Product			2	2
			Return product within 10 days of delivery	1		
			Total			
			Ship date &Delivery date	1		
		Ship date and Delivery date			2	2
			Delivery date	1		
			Total			
			Chooses its name Check Design and logo	1		
		identity of product			2	2
			Diffrent Product	1		
			Total			
4		Product Quality	Given More Cashback and Offers	1		
		Reliability			2	2
			Good Qualities Product	1		
			Total			
			After within 24 hrs and 48hrs	1		
		Replacement option			2	2
			Not avaiable	1		
			Total			
			Availibility	1		
		Safety & Security			2	2
			Availibility or not	1		
			Total			
			Name and Adreess check during order time	1		
		Check Information Of customer			2	2

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Attributes	Sub Attributes	Test Cases	Points	Instamart	Airtel Broadband
		Reply in a timely manner	1		
	Talk with respect of customer	Always use your customer's name	0	1	1
	Total				
		Online	1		
Deliver to Customer	payment options			1	1
		Offline	1		
	Total				
	Packaging of product				

Attributs	Sub Attributes	Test Cases	Points	Instamart	AritelBroadband
Deliver to Customer	Packaging of product	Durable and high quality	1	2	2
		Environment-friendly	1		
	payment options	Online & Offline	1	1	1
	Contact with email and phone number	Check Correct Phone-Number	1	1	1
		Check Correct Email-id	0		

(1.) Good Service Of Instamart				
Attributes		Number out of 10	Experience	
Delivering Respect to Your Customer		10	Excellent	
Active Listening Skills		8	Excellent	
On time delivery		7	Average	Max No. of Best Service= 50
Communicate Clearly With the Customer		5	Average	Overall Exe = Good
Product Quality		10	Excellent	Overall rating = ★★★★★
		Total -40		
(2.) Worst Service / Aritel Broadband				
Attributes		Number out of 10	Experience	
Delivering Respect to Your Customer		0	Poor	
Active Listening Skills		0	Poor	
On time delivery		3	poor	Max No. of Best Service= 50
Communicate Clearly With the Customer		4	Average	Overall Exe = Bad
Product Quality		5	Excellent	Overall rating = ★★
		Total- 12		

Good Service Instamart		
Attributes	Sub Attributes	Number out of 10
(1.) Delivering Respect to Your Customer	Talk with respect of customer	4
	Address Probing	4
	Contact with email and phone number	2
(2.) Active Listening Skills	One time contact	4
	pay attention of customer	4
(3.) On Time delivery	Tracking of product	4
	Shipping documentation inaccuracy	3
(4.)Communicate Clearly With the Customer	Expression	2
	Listening Skills	3
(5.) Product Quality	identity of product	4
	Usability	2
	Reliability	2
	when the product is in use, and	2
Worst Service Aritel Broadband		
Attributes	Sub Attributes	Number out of 10
(1.) Delivering Respect to Your Customer	Not Applicable	0
(2.) Active Listening Skills	pay attention of customer	0
(3.) On Time delivery	Tracking of product	2
	Shipping documentation inaccuracy	1
(4.)Communicate Clearly With the Customer	Expression	2
	Listening Skills	2
(5.) Product Quality	identity of product	2
	Usability	2
	Reliability	1