Quality Memorandum

Good morning team,

First of all, I would like to thank each and every one of you who assisted in elevating our QA Average for last week (WE Nov 20, 2016); remember that this can only be accomplished with your input. Below are the details:

Center:

New Calc Average	89.11
Old Calc Average	87.57

Skill:

Tier 2	92.35
Tier 3	91.33
Tier 1	87.62
Trainee	70.00

Calibration Sessions:

Please note that calibration sessions will be conducted by your respective supervisor or quality. I will schedule calibration for a selected number of agents this week but don't forget that these sessions will be open to everyone. Dates and times will be communicated later on.

Internal Areas of Opportunity:

Please review the following areas of opportunity.

Top 3 Areas of Opportunity are:

- Unexplained Silence
- Security Questions
- CTI Procedures (Including Training Flash #108)

CALL OPENING	10	Open within first 3 seconds	5
		Not providing the correct Openning	0
		Open with the correct Brand	1
		ID themselves / First name/correct brand	0
		Number Right First Time Without Repeating	4
APPROPRIATE RESPONSE	92	Interrupts/Speaks over the customer	19
		Not allowing the customer to speak freely	13

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Category		Item	Value
		Display courtesy/professional	16
		Answers according to the customerss' questions/Not answering in a timely manner	10
		Acknowledge the customerss' comments	33
		Raise tone of voice	1
INFORMATION	91	Incorrect Information	34
		Screen remains idle	50
		Incomplete Information/Terminology	6
		No slang/No internal terminology	1
		Understandable information	0
CORRECT USE OF TOOLS	52	Skip Scripts	10
		Tool not visible	1
		Tools not ready	0
		Incorrect Personality Codes/Code accepted/denied	0
		Not providing Due Date/Provided Due date	1
		Not using the Serial Number/MIN History/not making use of notepad	3
		Not using tool accordingly	3
		Technical questions	16
		Incorrect Flow	0
		Exited the flow	1
		Refresh/Back	1
		Generated Error	16
ADHERES TO CORRECT PROCESSES	261	Verifies Shipments and CC Info	2
		Not Following Upgrade Processes	0
		Address Look-up Tool	0
		Shipping Guidelines	0
		Validates/Volunteer information	16
		Elongates the call unnecessarily by taking actions not related to the call/Unnecessary actions	1
		Requests for unnecessary information/Have customer repeat	11
		Situational Scripts/Location disclosure statement	11
		Activation instructions	1
		New ESN added to current account	3
		Not providing the Retailer Hotline number/ERD Toll free number	0
		Not following Transfer Guidelines/Extended call policy	0
		Use current Processes	29
		2G Migration Processes	5
		Transaction summary via email	0
		Safelink Process/Service end date	0
		Hold Procedure/unnecesary	11
		Incorrect Use of After Call/AUX	1
		Incorrect use of Mute button	0

		Item	Count
		Case/Interaction Document	25
		CTI Procedures	29
		Didn't check the Overwrite restriction	3
		TF #32 - (Updated # 548 SECURITY QUESTIONS)	25
		TF # 60 Ask for a moment without a valid reason	44
		TF #64 OTA Failure Solution	6
		TF #89 Easy Exchange Program	4
		TF #101 (old 62)- Outbound Spiel	0
		TF #110- Procedure for Disconnected Calls	0
		TF #120 Self service	0
		Activation ASK Xfered # from another company/new #	0
		TF #129 CLOSING	12
		TF #144 Auto Refill	12
		TF #166 "Saving or Adding New Credit Card into the Account"	0
		TF #167 Welcome Call Procedure for Activations & Reactivations	10
		TF #197Not following CRT Troubleshooting Guidelines	0
SR	445	SUBJECTIVE RATING	445
RESOLUTION	8	Resolve customer's issue	4
		Transfer Guidelines / Escalate	4
		Not creating Case	0
AUTO FAIL	2	Refuses or provides incorrect Employee Id	0
		Provides Carrier 1-800 Number	0
		Compensation Granted -Risk Assessment	0
		Calling from Handset - Call Back Policy	0
		Troubleshooting When Customer Calling From Phone/Call Disconnected	0
		Not assisting customer	0
		Transfers the call without advising the customer	1
		Releases the call/ Work Avoidance	0
		Rude or lose compusure	1
		Foul language	0
		Call BackCall Disconnected Policy	0
		Outbound Spiel Not Provided	0
		Documetns CC/SS# Incorrectly	0
		Provide CC info	0
		other	0

QA Incentives:

Every agent scoring 91% or above (Externally) will be given a small token of appreciation (Chocolate). At this time we have pending 4 weeks. These will be issued later on this week.

Internal Disputes:

If you have any QA penalization that you do not agree with, please have a word with your sup or QA to help you understand why points were deducted. Please be professional while speaking with your evaluator; it does not help if you create an altercation with your evaluator. If after meeting with your evaluator, you still do not agree with the points deducted, please contact me so that I can review the evaluation.

*"Let us all work as a team, because united we stand. **T**ogether **E**veryone **A**ccomplishes **M**ore!"*

Thanks,

QA Team.