

Areas of Opportunity – Belize

Please take time to review these areas of opportunity and make a commitment not to lose points under these sections. Also you can see how Belize is performing in QA.

Topic	Adheres to correct Process
Coaching Example	CSRs are not following the flow charts in Agent Support.
Correct Solution	CSRs need to verify if a transaction has a flow chart available.
Incorrect Solution	Skipping steps in a flow chart.

Topic	Adheres to correct Process
Coaching Example	CSRs are not applying the correct situational script when the customer forgets to hang up the phone properly.
Correct Solution	If the customer forgets to hang up the phone, CSRs are required to wait 5 seconds, "Caller are you there?" another 5 seconds, : "Caller are you there?" if the customer did not respond, proceed and release the call.
Incorrect Solution	CSRs are reciting the script before 5 seconds of saying "Caller are you there?" multiple times.

Topic	Adheres to correct Process
Coaching Example	CSRs are not using the CTI as the main tool.
Correct Solution	Before transferring a call, CSRs should place themselves in callbacks on the CTI. You are only allowed to use the AVAYA when the CTI is not working properly.
Incorrect Solution	CSRs are placing themselves in Aux 4 on the AVAYA. CSRs are placing the customers on hold from the AVAYA.

Topic	Adheres to correct Process
Coaching Example	CSRs are not providing a valid reason to remain in silence.
Correct Solution	CSRs need to inform customers of the actions they will take that will result in silence during the call. CSRs also need to provide a timeframe
Incorrect Solution	Customers are not informed of the actions taking place prior to the silence.

Topic	Information
Coaching Example	CSRs are advising customers that they will be working in the system, however, no actions are taken on the account.
Correct Solution	CSRs need to ensure that they complete the tasks communicated to the customer at the time that the update is provided.

Incorrect Solution	No actions taken on the account after the customer is asked to wait on the line.
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Topic	Appropriate Response
Coaching Example	CSR are not answering the customer's comment or questions in a timely manner.
Correct Solution	CSRs need to ensure that when a customer directs a comment, concern or question, they need to acknowledge it.
Incorrect Solution	Disregarding what the customer is saying.

To review:

Training Flash 108 CTI Call Greetings

Training Flash 140 Universal Branding Update

Training Flash 32 Security Questions

Center Average						
BELIZE		Points	Total Agents	Total Pts	Percentage	Threshold
		0	3	0	4.00%	Equal to 0
		70	31	2170	41.33%	Less than 86
		80	4	320	5.33%	86 to 87.99
		90	8	720	10.67%	88 to 91.99
		100	29	2900	38.67%	92 to 100
	SUM	340	75	6110	100.00%	OLD CALC
			Average	81.47		84.31