

MEMORANDUM – QUALITY ASSURANCE

Target: Quality Analysts and Supervisors

Subject: “Coaching Opportunities”

Date: November 9, 2016

Effective immediately, please discontinue the use of “Coaching Opportunities” when an agent is aware of the process that needs to be followed. We have the agents with the mentality that they can make a mistake and it is perfectly fine internally. Every week our internal average varies from 88% to 90% when externally we cannot attain 85% yet. The only reason why an agent is to be given a “coaching opportunity” is when he/she is not knowledgeable of the process followed. I do not see why an agent should be given coaching for speaking over a customer, remaining in silence or having an idle screen, as a matter of fact we should be following the warning process.

The reason for this change is because we need to be at a variance no greater than 2%:

Section	Belize		
	Corporate QA	Local QA	Difference
Call Opening	100.00%	97.47%	3%
Appropriate Response	82.67%	89.77%	-7%
Information	85.33%	88.38%	-3%
Correct Use of Tools	93.33%	94.95%	-2%
Adheres to Correct Processes	61.33%	70.08%	-9%
Resolution	94.67%	98.86%	-4%
Subjective Rating	75.33%	71.04%	4%

If you desire is to help an agent, then you can evaluate the agent more than once and then it will determine if the agent is improving or not.

Our main goal is to lower adheres to correct process and appropriate response.

Any questions let me know. Thank you for understanding.

Regards,

Johan