

CCS Quality Evaluation Definitions		
Interaction	Section 1: Opening	Definition
Phone Call	Used approved greeting (2pts)	<p>Agent is required to properly brand the call by stating their name, company/department and purpose of call.</p> <p>Outgoing to <b>Tech</b>: Hi, this is _____ with <b>Dispatch</b>, ...</p> <p>Outgoing to <b>Supervisor</b>: Hi, this is _____ with <b>Dispatch</b>, I'm calling in regards to...</p> <p>Outgoing to <b>DIRECTV Customer</b>: Hi, this is _____ with <b>DIRECTV</b> I'm calling in regards to...</p> <p>Incoming from Technician: Hi, this is _____ with <b>Dispatch</b> . (pause)</p>
	Obtained Account Details/Tech ID (5pts)	Agent is required to request for the Tech ID and/or Activity #. This is used to locate the account and job details
Chat	Acknowledge messaged received (5pts)	Agent is required to acknowledge incoming chat message with and state that the task is being started.
	Responded timely (5pts)	Agent is required to respond within 30 seconds of receiving an incoming chat message. In the event that the agent is on a call then the agent is to notify this in the chat and request for additional time. As soon as the call is ended, the agent is to state that the task is being started.
Interaction	Section 2: Account Handling	Definition
Phone Call & Chat	Efficient use of tools Phone Call (5pts) - Chat (5pts)	Agent is to efficiently and properly utilize all resources in order to resolve the customer's issue. This includes navigating through the Siebel, FS Scheduler, Training Documents, Quality Updates and Obtaining Supervisor assistance.

Interaction	Section 3: Issue Resolution	Definition
Phone Call & Chat	Correctly resolved account issue <i>Phone Call (10pts) - Chat (10pts)</i>	Agent is required to correctly resolve the customer issue using the one-call-resolution process
	Followed correct call escalation process <i>Phone Call (2pts) - Chat (2pts)</i>	Agent is required to escalate all task that requires another department or team member. This includes contacting Tech supervisor, Internal Floor supervisor and creating FOSS cases.
	Used proper Hold procedure <i>Phone Call (2pts) - Chat (2pts)</i>	Agent is required to advise the tech/customer that they are going to be placed on hold. Agent is to inform tech/customer of their presence after holding.  <b>Customer:</b> "May I place you on hold while I... ", "Thank you, please hold. "  <b>Tech:</b> " _____, I will place you on hold while I..." "Thank you, please hold. "  <b>After Hold:</b> "Thank you for holding"
	Obtained proper approval <i>Phone Call (5pts) - Chat (5pts)</i>	Agent is required to obtain proper approval from the respective personnel for all issues that requires an approval.
	Resolved all other pending cases <i>Phone Call (10pts) - Chat (10pts)</i>	Agent is required to resolve all other pending activities that are linked to the Activity # or Technician ID. This is to create a one-call-resolution process.
Interaction	Section 4: Product Knowledge	Definition
Phone Call & Chat	Gave Accurate Information <i>Phone Call (2pts) - Chat (2pts)</i>	Agent is required to provide accurate and complete information.
Interaction	Section 5: Communication Skills	Definition
Phone Call & Chat	Demonstrated professional Etiquette <i>Phone Call (2pts) - Chat (2pts)</i>	Agent is required to be professional and courteous. Agent is required to speak properly and clearly.

Interaction	Section 6: Closing	Definition
Phone Call	Properly closed call (2pts)	<p>Agent is required to properly brand their closing by offering further assistance and close call.</p> <p><i>Outgoing to DirecTV <b>Customer</b>: "Thank you for choosing DIRECTV"</i></p> <p><i>Outgoing to <b>Tech</b>: "Is there anything else I can do for you?" "Bye"</i></p> <p><i>Outgoing to <b>Supervisor</b> "Thank you for your assistance"</i></p>
Chat	Confirmed completed task (2pts)	Agent is required to acknowledge the completion of assigned task. This should be done within 10 seconds of completed the task.
Interaction	Auto Fail	Definition
Phone Call & Chat	Critical Violations (0pts)	<p>Any form of Rudeness will result in an auto fail</p> <p>Any form of Job Avoidance will result in an auto fail</p>