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**eCoaching Log Survey Pilot**

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Prepared by: Requirements and Testing Date: 03/05/2019

Department, Location: R&T – Oakdale

Approved by: Date:

**Change History Log**

| **Date** | **Change Description** | **Author** |
| --- | --- | --- |
| 03/05/2019 | Initial revision  Incorporate information for eCoaching Survey Pilot programs | Doug Stearns |

# Survey Pilot – Lawrence Sixth Question

Add new 6th question to survey

Use specific coaching logs/coaching reasons for survey

Call Efficiency

CCO Processes and Procedures

Current Coaching Initiative

HR Guideline Issues

Secure Floor Violations

Quality

Recognition

Will be for Lawrence CSRs only

Lawrence CSRs won’t be included in regular surveys during the pilot

Questions 1 through 5 will be the current questions

New question 6 will be

How prepared was your supervisor during your coaching session?

Very Prepared, Prepared, Neither Prepared or Unprepared, Unprepared, Very Unprepared.

Include a free form text box for comments

No changes expected for other sites

Pilot to start on February 20, 2018

And end on May 08, 2018

# Survey Pilot – London Quality Now

London CSRs will be subject to additional quality call monitoring surveys prior to implementation of Quality Now evaluations

i.e. starting on April 1, London CSRs will receive a survey for every quality coaching log acknowledged and completed in the sampling period for the month

Quality coaching logs shall have a source of Verint-GDIT or Verint-GDIT Supervisor and coaching reason of Quality

As Quality Now will be implemented on May 1, surveys for these will end on or about May 1

Quality Now coaching logs shall be for London CSRs only

All Quality Now coaching logs completed will be subject to survey

Quality Now coaching logs shall have a source of Verint-CCO or Verint-CCO Supervisor and coaching reason of Quality Now

The increased surveys for Quality Now coaching logs shall begin on May 1 and end on July 31

On August 1, the eCL survey process shall revert back to the normal process

The selection criteria will otherwise remain the same

Must be active

Must have acknowledged and completed an eCoaching Log in the sampling period for the month

There shall be no exception for Quality Now surveys

i.e. if survey expires, will still be eligible for more surveys

The schedule and sampling period shall remain the same

On the 8th of the month, look for coaching logs completed between 1st and 8th

On the 15th of the month, look for coaching logs completed between 8th and 15th

On the 22nd of the month, look for coaching logs completed between 15th and 22nd

There shall be no changes to the notification or reminder processes nor email format or content

There shall be no changes to the expiration process

i.e. surveys which remain uncompleted will expire 5 days after creation

There shall be no changes to the survey form or questions

There shall be no changes to the inactivation process

i.e. if employee is inactivated then corresponding non-expired logs will be inactivated

There shall be no changes to the survey process for sites other than London

There shall be no changes to the survey process for London CSRs who complete non-quality coaching logs

i.e. from April 1 through July 31, London CSRs will still be eligible to receive a survey for any other coaching log if have not already completed a survey during the month