Manager Interview – Chat, Email, Phone

PRIMARY GOALS
Understand what data insights may be useful to managers/agents
Include questions around problems addressed by prospective features

Background:

What does a typical day look like?
How are you measured as a manager?
What are you looking at daily to ensure your team is on track?
What data? How is it used?
What data do you not have that you would like access too?

Workflow:

What takes up the most manager time?

What are some challenges you face daily?
How do you deal with them today?
If I could provide you with a tool to make some of those things easier, what would that be, or what would that look it?

What takes up the most agent time?
How do you predict what the top issues are?
How is information about new issues / solutions spread?
What would you do knowing the top categories of issues?

How do you handle times of large call volume?
          Are there problems unique to these times?
          Do you notice any patterns or trends?
If you had one tool to help agents during times of large call volume, what would it do?

Classifications:

What type of case is harder to resolve than others?
          Why is it harder?
How/when are you able to identify if a case will be harder to resolve?
What do you need to make this decision?
If you were able to predict the complexity or potential length of the call, how would you use this information?

Tell me about how ticket categorization fits into your process today?
How much time do agents spend categorizing a call?
Are you aware of any confusion in this area for the agents?
Are their any constraints or repercussions around selecting categories?
What if they select the incorrect category? What is the impact?
How important is it to keep the categories "clean or correct"?

Metrics:

What would you like to know about your team / department that you don't already?

What metrics do you use for agents? What about for calls?
How is success measured for a ticket?

What percent of calls are resolved on first contact?
          Do you notice any patterns with unresolved calls?

Is there any information or data you would want that you don't have on unresolved calls?

Sentiment:

What sort of information do you think is important to know about customers feelings?
      What do you measure?
      How do you measure it?

Currently, are you gauging the tone of the incoming chats?
      If no, How valuable would this information be? (1 not valuable, 5 super valuable) Why?
      If yes, How do you measure that? How do agents track that?
What is working well, not working well with this process?
How would knowing the customer's emotions change how the agents work?

Chat:
Is chat data readily available?
      Is it available in real-time?

What insights about chats do you think would be useful to have?
If you could read every chat, what would you want to know?

Is there anything that we did not cover today that you think would be useful to take back to my team?

Thanks!