Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : April Demo Questionaire 1

	Min Score	Max Score
	0	3

Group 1 Test

Text : Did the agent use the correct company greeting?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Text : Did the agent qualify the customer using the CLASSIC sales technique?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Text : Did the agent complete the notes on the account as required and to the expected standard?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	3	1		
				Excellent notes and detail	3
				As expected	2
				Below expectation	1
				No notes	0

Text : Did the agent complete all follow up work for the call?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Name : Brand Loyalty SmartFriend Perfomance

	Min Score	Max Score
	0	500

Problem Resolution Time

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : Brand Loyalty SmartFriend Perfomance								
	0	500						
			Text : Knowledge Tools					
			Multiple Choice	0	1	20		
							Very Effective	1
							Effective	0
							Somewhat Effective	0
							Not very effective	0
							Not effective	0
			Text : CRM Utilization					
			Multiple Choice	0	1	20		
							Excellent	1
							Good	0
							Effective	0
							Poor	0
			Text : All Tools					
			True/False	0	1	20		
							No	0
							Yes	1
First Response Rate 84%								
			Text : Identify Reason					
			True/False	0	1	20		
							No	0
							Yes	1

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Brand Loyalty SmartFriend Perfomance

	Min Score	Max Score
	0	500

Text : Interaction Length of Time

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	8	20		
				Under 15 Minutes	1
				Between 15-25 Minutes	8
				Between 25 - 35 Minutes	6
				Between 35 - 60 Mintues	4
				Greater than an hour	0

Text : Resolution

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	20		
				Yes completely	1
				Yes, but requiring a callback	0
				No, but has a callback	0
				No, normal disconnect	0
				No, abrupt disconnect	0

Customer Experience Rating

Text : Ask if Satisfied

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				No	0
				Yes	1

Text : Talk Over

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				No	1
				Yes	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			Question					
	Min Score	**Max Score**	**Type**	**Min**	**Max**	**Weight**	**Possible Answer Text**	**Possible Answer Value**
Name : Brand Loyalty SmartFriend Perfomance								
	0	500						
			Text : Customer Effort					
			Multiple Choice	0	1	20		
							Very High	0
							High	1
							Normal	0
							Low	0
							Very Low	0
			Text : Brand Promise					
			True/False	0	1	20		
							Yes	1
							No	0
Did the Customer Get What They Came for?								
			Text : Transfer					
			True/False	0	1	20		
							No	1
							Yes	0
			Text : Callback					
			True/False	0	1	20		
							No	1
							Yes	0
			Text : Intent to Continue					
			True/False	0	1	20		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Brand Loyalty SmartFriend Perfomance

	Min Score	Max Score					
	0	500					

Text : Intent to Continue

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				Yes	1
				No	0

Identify Upsell Opportunities

Text : Upsell Approach

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	20		
				Jovial	1
				Failed to identify Upsell opportunity	0
				Didn't Attempt the Upsell	0
				Casual	0
				Agressive	0

Text : Specific Service

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				No	0
				Yes	1

Text : Promotional Offer

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				No	0
				Yes	1

Text : More Information

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : Brand Loyalty SmartFriend Perfomance								
	0	500						
			Text : More Information					
			True/False	0	1	20		
							No	0
							Yes	1
			Text : Social Media					
			True/False	0	1	20		
							No	0
							Yes	1
Quality Manager Comments								
			Text : Comments					
			Free Text(non-scoring)	0	0	0		
								0
Name : BroadLeaf1								
	0	2						
□□□□								
			Text : □□□□□□□□□□□□□□□					
			True/False	0	1	0		
							Yes	1
							No	0
			Text : □□□□□□□□□□□□□□□					
			Numeric	0	3	0		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : BroadLeaf1

	Min Score	Max Score
	0	2

Text : □□□□□□□□□□□□□□□□□

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Numeric	0	3	0		0

Name : Chat Questionaire

	Min Score	Max Score
	0	1

Group 1

Text : Welcome Caller?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				No	0
				Yes	1

Group 3

Text : What is the Chat ID of the chat currently being scored?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Free Text(non-scoring)	0	0	0		0

Name : Copy of Heart & Soul4

	Min Score	Max Score
	0	100

Taking Ownership/Service Delivery

Text : Did the agent take ownership of the call?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				Does Not Meet	0
				Meets	20

Make it Memorable

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			Question					
	Min Score	**Max Score**	**Type**	**Min**	**Max**	**Weight**	**Possible Answer Text**	**Possible Answer Value**
Name : Copy of Heart & Soul4								
	0	100						
			Text : Did the agent make it memorable by having a conversation around information that was obtained from Discovery or that the Owner volunteered?					
			Multiple Choice	0	20	1		
							Meets	20
							Do Not Use	0
First Impression								
			Text : Did the agent greet the Owner and offer assistance?					
			Multiple Choice	0	10	1		
							Does Not Meet	0
							Meets	10
Last Impression								
			Text : Did the agent leave a good last impression?					
			Multiple Choice	0	10	1		
							Does Not Meet	0
							Meets	10
Being Proactive and Offering Alternatives								
			Text : Did the agent make suggestions and offer alternatives to the Owner?					
			Multiple Choice	0	20	1		
							Meets	20
							Does Not Meet	0
Discovery								
			Text : Did the agent ask discovery questions to ensure understanding of the reason for the call and to help be proactive with the Owner and to make the call memorable?					
			Multiple Choice	0	20	1		

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : Copy of Heart & Soul4								
	0	100						
			Text : Did the agent ask discovery questions to ensure understanding of the reason for the call and to help be proactive with the Owner and to make the call memorable?					
			Multiple Choice	0	20	1		
							Does Not Meet	0
							Meets	20
Name : Copy of test_aly_1								
	0	5						
Critical								
			Text : Q1					
			True/False	0	1	0		
							Yes	1
							No	0
			Text : Q2					
			True/False	0	1	0		
							Yes	1
							No	0
			Text : Q3					
			True/False	0	1	0		
							Yes	1
							No	0
Agent								
			Text : Security					
			True/False	0	1	1		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : Copy of test_aly_1								
	0	5						
			Text : Security					
			True/False	0	1	1		
							Yes	1
							No	0
			Text : Intro					
			True/False	0	1	1		
							Yes	1
							No	0
			Text : Polite					
			True/False	0	1	1		
							Yes	1
							No	0
			Text : Listen					
			True/False	0	1	1		
							Yes	1
							No	0
			Text : Close					
			True/False	0	1	1		
							Yes	1
							No	0
Name : Customer Service Abbrev								
	1	30						

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Customer Service Abbrev

	1	30

Hold Etiquette

Text : How many times did the agent put the customer on hold?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Integer	1	20	1		
					0

Text : Did the agent follow the appropriate protocol for placing the caller on hold?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Intro/Greeting

Text : Did the agent welcome the caller with the appropriate greeting?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : Did the agent say his/her name during the introduction?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : How did the agent sound in speaking with the customer?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	3	1		
				This agent loves his/her job!	3
				Pretty normal	2
				Just taking care of business. Nothing more	1
				He/She would rather be somewhere else	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Customer Service Abbrev

	Min Score	Max Score
	1	30

Customer Service Skills

Text : Did the agent repeat the issue back to the customer for verification?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : How would you describe the agent's understanding of the issue/question(s)?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	3	1		
				The agent displayed a deep understanding	3
				The agent knew most of the answers	2
				It took a few tries, but the agent eventually figured it out	1
				Completely clueless	0

Name : CustomerServiceTD

	Min Score	Max Score
	1	29

Customer Service skills

Text : Did the agent repeat the issue back to the customer for verification?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Text : How would you describe the agents understanding of the issue/question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	3	1		
				Showed a deep understanding	3
				Knew most of the answers	2
				Took a few tries but eventually figured it out	1

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : CustomerServiceTD

	Min Score	Max Score
	1	29

Text : How would you describe the agents understanding of the issue/question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	3	1		
				Completely clueless	0

Intro/Greeting

Text : Did the agent welcome the caller with the appropriate greeting?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : Did the Agent say his/her name during the introduction?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : How did the agent sound in speaking with the customer?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	3	1		
				The agent loves their job	3
				Pretty normal	2
				Just taking care of business northing more	1
				THey would rather be somewhere else	0

Group 1

Text : How many times did the agent put the customer on hold?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Integer	1	20	1		
					0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			**Question**					
	Min Score	**Max Score**	**Type**	**Min**	**Max**	**Weight**	**Possible Answer Text**	**Possible Answer Value**
Name : CustomerServiceTD								
	1	29						
			Text : Did the agent follow the appropriate protocol for placing the caller on hold?					
			True/False	0	1	1		
							Yes	1
							No	0
Name : Demo Preventa								
	0	20						
Group 1								
			Text : Question 1					
			Integer	0	90	0		
								0
			Text : Dio el script de bienvenida?					
			Integer	0	10	2		
								0
Group 1								
			Text : Question 1					
			Integer	0	10	0		
								0
Name : FCR Best Practices Scorecard								
	2	520						
Call Quality								
			Text : Demeanor					
			Multiple Choice	0	1	25		
							Lethargic or Tired	0

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : FCR Best Practices Scorecard

	Min Score	Max Score
	2	520

Text : Demeanor

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	25		
				Rushed & Jittery	0
				Indifferent or Bored	0
				Annoyed or Frustrated	0
				Polite & Patient	1

Text : Customer reminders

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	25		
				3 reminders	1
				2 reminders	0
				1 reminder	0
				0 reminders	0

Text : Manners

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	25		
				True	1
				False	0

Text : Root Cause

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	25		
				Yes, and resolved	1
				Yes, not resolved	0
				Yes, but requires callback	0
				Was not able to address the reason for the contact	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : FCR Best Practices Scorecard

	Min Score	Max Score
	2	520

Text : Social Media

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				No	0
				Yes	1

Desktop Utilization

Text : Scripting Adherence

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				Yes	1
				No	0

Text : Efficient Knowledge Management Use

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	20		
				10	1
				9	0
				8	0
				7	0
				6	0
				5	0
				4	0
				3	0
				2	0
				1	0

Text : Number of Clicks

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	20		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : FCR Best Practices Scorecard								
	2	520						
			Text : Number of Clicks					
			Multiple Choice	0	1	20		
							Very Effective	1
							Effective	0
							Somewhat Effective	0
							Could be more Effective	0
			Text : Contact Dispositioning					
			Multiple Choice	0	1	20		
							Yes	1
							No	0
							Almost	0
			Text : Desktop Distractions					
			True/False	0	1	20		
							Yes	1
							No	0
Hold Etiquette								
			Text : Ask before placing the loytaly customer on hold?					
			True/False	0	1	100		
							Yes	1
							No	0
Root Cause Analysis								
			Text : Verified Transaction Information					
			True/False	0	1	20		

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : FCR Best Practices Scorecard

	2	520

Text : Verified Transaction Information

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				Yes	1
				No	0

Text : Model Number, Serial Number, Part Number and Knowledge Resources

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				Yes	1
				No	0

Text : Repeat the issue

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				Yes	1
				No	0

Text : Issue addressed, fixed and resolved

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				Yes	1
				No	0

Text : Additional questions or requests

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	20		
				Yes	1
				No	0

Transfer Etiquette

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : FCR Best Practices Scorecard

	2	520			

Text : Introduce the person to whom the customer was transferred?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	100		
				Yes	1
				No	0

Quality Manager Comments

Text : Comments:

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Free Text(non-scoring)	0	0	0		
					0

Name : Heart & Soul2

	20	100			

Last Impression

Text : Did the agent leave a good last impression?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	10	1		
				Meets	10
				Does Not Meet	0

Discovery

Text : Did the agent ask discovery questions to ensure understanding of the reason for the call and to help be proactive with the Owner and to make the call memorable?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				Meets	20
				Does Not Meet	0

Taking Ownership/Service Delivery

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : Heart & Soul2								
	20	100						
			Text : Did the agent take ownership of the call?					
			Multiple Choice	0	20	1		
							Meets	20
							Does Not Meet	0
Make it Memorable								
			Text : Did the agent make it memorable by having a conversation around information that was obtained from Discovery or that the Owner volunteered?					
			Multiple Choice	20	20	1		
							Meets	20
Being Proactive and Offering Alternatives								
			Text : Did the agent make suggestions and offer alternatives to the Owner?					
			Multiple Choice	0	20	1		
							Meets	20
							Does Not Meet	0
First Impression								
			Text : Did the agent greet the Owner and offer assistance?					
			Multiple Choice	0	10	1		
							Meets	10
							Does Not Meet	0
Name : Heart & Soul3								
	20	100						
Last Impression								
			Text : Did the agent leave a good last impression?					
			Multiple Choice	0	10	1		

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Heart & Soul3

	Min Score	Max Score
	20	100

Text : Did the agent leave a good last impression?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	10	1		
				Meets	10
				Does Not Meet	0

Taking Ownership/Service Delivery

Text : Did the agent take ownership of the call?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				Meets	20
				Does Not Meet	0

Being Proactive and Offering Alternatives

Text : Did the agent make suggestions and offer alternatives to the Owner?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				Meets	20
				Does Not Meet	0

First Impression

Text : Did the agent greet the Owner and offer assistance?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	10	1		
				Meets	10
				Does Not Meet	0

Make it Memorable

Text : Did the agent make it memorable by having a conversation around information that was obtained from Discovery or that the Owner volunteered?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				Meets	20

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Heart & Soul3

	Min Score	Max Score					
	20	100					

Text : Did the agent make it memorable by having a conversation around information that was obtained from Discovery or that the Owner volunteered?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				N/A	0

Discovery

Text : Did the agent ask discovery questions to ensure understanding of the reason for the call and to help be proactive with the Owner and to make the call memorable?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				Meets	20
				Does Not Meet	0

Name : Heart & Soul4

	Min Score	Max Score
	0	100

Discovery

Text : Did the agent ask discovery questions to ensure understanding of the reason for the call and to help be proactive with the Owner and to make the call memorable?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				Does Not Meet	0
				Meets	20

Being Proactive and Offering Alternatives

Text : Did the agent make suggestions and offer alternatives to the Owner?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	20	1		
				Does Not Meet	0
				Meets	20

Make it Memorable

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire			Question					
	Min Score	**Max Score**	**Type**	**Min**	**Max**	**Weight**	**Possible Answer Text**	**Possible Answer Value**
Name : Heart & Soul4								
	0	100						
			Text : Did the agent make it memorable by having a conversation around information that was obtained from Discovery or that the Owner volunteered?					
			Multiple Choice	0	20	1		
							Meets	20
							Do Not Use	0
First Impression								
			Text : Did the agent greet the Owner and offer assistance?					
			Multiple Choice	0	10	1		
							Does Not Meet	0
							Meets	10
Last Impression								
			Text : Did the agent leave a good last impression?					
			Multiple Choice	0	10	1		
							Does Not Meet	0
							Meets	10
Taking Ownership/Service Delivery								
			Text : Did the agent take ownership of the call?					
			Multiple Choice	0	20	1		
							Does Not Meet	0
							Meets	20
Name : IPG Contact Solutions								
	0	0						
Kennis & kunde (kritiek: eindgebruiker)								

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			Question					
	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : IPG Contact Solutions

	0	0						

Text : 6.1 Juiste en volledige oplossing bieden

			True/False	0	1	0		
							True	1
							False	0

Text : 6.2 Correcte mutatie/werkorder/logging/klantverificatie/privacy

			True/False	0	1	0		
							True	1
							False	0

Gespreksstructuur (Niet Kritiek)

Text : 1.1 Correcte opening van het gesprek

			True/False	0	1	0		
							True	1
							False	0

Text : 1.2 Vragen & doorvragen (kernvraaganalyse)

			True/False	0	1	0		
							True	1
							False	0

Text : 1.3 (Tussentijds) Samenvatten

			True/False	0	1	0		
							True	1
							False	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : IPG Contact Solutions

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
	0	0						

Text : 1.4 Leiding nemen en houden

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 1.5 Detectie koopsignalen + toepassen

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 1.6 Correcte afsluiting

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Kennis & Kunde (Niet Kritiek)

Text : 3.1 Correct en efficiënt systeemgebruik

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 3.2 Kennis van product/proces opdrachtgever

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Gespreksvorm (Niet kritiek)

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : IPG Contact Solutions

	Min Score	Max Score
	0	0

Text : 2.1 Actief luisteren

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 2.2 Visualiseren

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 2.3 Toonzetting & sfeer

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 2.4 Correct taalgebruik

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 2.5 Juiste omgang met weerstand & klachten

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 2.6 Correct gebruik wachtstand/juiste doorverbindsprocedure

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : IPG Contact Solutions

	Min Score	Max Score
	0	0

Text : 2.6 Correct gebruik wachtstand/juiste doorverbindsprocedure

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Opportuniteiten (Niet Kritiek)

Text : 4.1 Aanbod extra diensten

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Opportuniteiten (Kritiek)

Text : 5.1 Duel Fuel aanbod

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Text : 5.2 Sales kansen benut

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				True	1
				False	0

Name : May Questionnaire

	Min Score	Max Score
	0	12

Credit team

Text : Did credit rep ask for 100 points of ID?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : May Questionnaire

	Min Score	Max Score						
	0	12						

Text : Did credit rep ask for 100 points of ID?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : Did credit rep leave good notes?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Introduction was completed according to business guidelines

Text : Dirung the greeting did the agent clarify the purpose of the call?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : Did the agent ensure existng customer was passed to correct?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	-1	1	1		
				NO	-1
				Customer was complaining	0
				Yes	1

New Customer

Text : Did agent clarify request?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				True	1
				False	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : May Questionnaire

	Min Score	Max Score						
	0	12						

Text : Did agent use the CLASSIC sales technique to qualify the lead?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : How did the agent proceed after information was gven?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	3	2		
				Completed call in friendly way	1
				Sold customer a bundle deal	2
				Emailed document to customer	3
				Passed customer to credit team	0

Name : New Agent Training

	Min Score	Max Score
	0	100

Greeting Questions

Text : Hello?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				Yes	1
				No	0

Text : Introduce him/ herself to customer

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				Yes	1
				No	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score
Name : New Agent Training		
	0	100

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Text : Agent's Demeanor					
Multiple Choice	0	1	6		
				Pleasant	0
				Disinterested	0
				Genuine	1
				Angry	0
				Rude	0
				Other, but had a positive tone	0
				Other, but had a negative tone	0
Text : Would you speak to this agent again?					
True/False	0	1	6		
				Yes	1
				No	0
Text : Customer Comments					
Free Text(non-scoring)	0	0	0		
					0
Wrap Up Questions					
Text : Agent asked, "Is there anything else I can help you with today?"					
True/False	0	1	6		
				Yes	1
				No	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : New Agent Training								
	0	100						
			Text : Used appropriate sign-off?					
			True/False	0	1	6		
							Yes	1
							No	0
			Text : Customer's Name Used?					
			True/False	0	1	6		
							Yes	1
							No	0
			Text : Resolution					
			True/False	0	1	6		
							Yes	1
							No	0
			Text : Customer Comments					
			True/False	0	1	0		
							Yes	1
							No	0
Communications Skills/ Pacing Questions								
			Text : Grammar Usage					
			True/False	0	1	6		
							Yes	1
							No	0

Recorder Questionnaire Detail

Questionnaire Range or List <All>

Questionnaire Group Name Range or List : <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : New Agent Training

	Min Score	Max Score
	0	100

Text : Pacing

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	6		
				Smooth	1
				Jittery	0
				Start and Stop	0
				Slow	0
				Diffult to to follow	0
				Chaotic	0

Text : Use of Profanity or Offensive Language

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	6		
				The agent was professional	1
				The agent used som slang	0
				The agent was difficult to understand	0
				The agent used profanity	0

Text : Dead Air

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				Yes	0
				No	1

Text : Customer Comments

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Free Text(non-scoring)	0	0	0		
					0

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : New Agent Training

	Min Score	Max Score					
	0	100					

Customer Service Skills Questions

Text : Product Line Knowledge

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Numeric	0	1	6		
					0

Text : Manners

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				Yes	1
				No	0

Text : Patience

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				Yes	1
				No	0

Text : Genuine Assistance

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				Yes	1
				No	0

Text : Customer Comments

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Free Text(non-scoring)	0	0	0		
					0

Name : New Product Questionnaire

	Min Score	Max Score
	0	0

Recorder Questionnaire Detail

Questionnaire Range or List   \<All>

Questionnaire Group Name Range or List :   \<All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : New Product Questionnaire

	Min Score	Max Score
	0	0

Product Knowledge

Text : Models

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Numeric	1	9	10		
					0

Text : Service Levels

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Numeric	1	9	10		
					0

Text : Features

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	5		
				Yes	1
				No	0

Text : Licensing

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	5		
				Yes	1
				No	0

Phone Demeanor

Text : The agent is pleasant on the phone?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	10		
				Yes	1
				No	0

Text : The agent is patient with prospects and helps navigate their decisions?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	10		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : New Product Questionnaire								
	0	0						
			Text : The agent is patient with prospects and helps navigate their decisions?					
			True/False	0	1	10		
							Yes	1
							No	0
			Text : The agent is able to relate to the prospect based on the prospect's title/ role?					
			Numeric	1	10	10		
								0
Name : POC - American Red Cross								
	1	28						
Agent Rankings								
			Text : Courtesy and Professionalism					
			Multiple Choice	0	10	1		
							Extremely Professional	10
							Professional and Courteous	8
							Rushed and Unconcerned	6
							Argumentive and Deflective	4
							Rude and/or Profane	0
			Text : Helpfulness of Red Cross Worker					
			Integer	1	9	1		
								0
			Text : Red Cross Worker's Knowledge					
			Integer	1	9	1		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : POC - American Red Cross

	Min Score	Max Score
	1	28

Text : Red Cross Worker's Knowledge

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Integer	1	9	1		
					0

Text : Enter Supervisor Comments

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Free Text(non-scoring)	0	0	0		
					0

Name : Property and Casualty

	Min Score	Max Score
	3	39

Policy Knowledge

Text : Policy Knowledge

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Integer	1	10	1		
					0

Text : Pricing

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Integer	1	10	1		
					0

Greeting

Text : Did CSR State Company Name

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				True	1
				False	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Property and Casualty

	3	39

Text : Did CSR Confirm Policy Holder Information

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Customer Demeanor

Text : Rank the CSR's Demeanor with the Customer

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	1	10	1		
				Very Friendly and Helpful	10
				Helpful and All Business	8
				Business Like, but not going extra mile	6
				Trying to just get off the phone	4
				Needs Training	2
				Needs Fired!	1

Hold

Text : Did the CSR tell the Customer about putting them on Hold?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : Did the CSR keep the Customer on Hold too long?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Name : QBE

Recorder Questionnaire Detail

Questionnaire Range or List   \<All>

Questionnaire Group Name Range or List :   \<All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : QBE

	Min Score	Max Score						
	0	13						

Opening & Closing the call

Text : Did the CSO welcome the caller within the established 5 seconds timeframe. The timeframe begins after the phone system beeps or the background noise begins.

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	3		
				Yes	1
				No	0

Used appropriate Transfer protocol

Text : Was Transfer procedure followed correctly?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

P.I.C.T.U.R.E.

Text : Was the CSO's language understandable and clear to the caller

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Transfer Procedure

Text : The CSO efficiently redirected the caller to the appropriate department. This must be done in a respectful manner and the caller must be aware and in agreement with the decision.

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	3		
				Yes	1
				No	0

Demonstrated Ownership

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			Question					
	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : QBE

| | 0 | 13 | | | | | | |

Text : Did the CSO Internalized the customer's need and provided the best possible solution or option to help achieve the objective, as well as possible implications of the decision.

			True/False	0	1	0		
							Yes	1
							No	0

Call Management

Text : Did the CSO have Seamless transition of call from beginning to end?

			True/False	0	1	0		
							Yes	1
							No	0

Documentation

Text : Claims officer documented what transpired or agreed during the call. In addition, specifying actions done after the contact?

			True/False	0	1	0		
							Yes	1
							No	0

Professionalism

Text : Did the CSO constantly showed appropriate demeanor throughout the call?

			True/False	0	1	0		
							Yes	1
							No	0

Critical to Quality (CTQ)

Text : Claims officer complied with the verification process?

| | | | True/False | 0 | 1 | 0 | | |

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : QBE

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
	0	13						

Text : Claims officer complied with the verification process?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Listen effectively

Text : Did the CSO use shared meaning techniques to demonstrate active listening?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Summarising the call

Text : Did the CO summaries the call appropriately?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Proper Hold procedure

Text : CSO follows the correct hard or soft hold technique?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	3		
				Yes	1
				No	0

Data Accuracy

Text : All required data were inputted accurately and completely. All applicable system/s were updated correctly.

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			**Question**					
	Min Score	**Max Score**	**Type**	**Min**	**Max**	**Weight**	**Possible Answer Text**	**Possible Answer Value**
Name : QBE								
	0	13						
			Text : All required data were inputted accurately and completely. All applicable system/s were updated correctly.					
			True/False	0	1	0		
							No	0
Resolution Accuracy and Completeness								
			Text : Claims officer provided accurate and complete information/resolution as per process guidelines? within claims officer's scope of support and aligned with QBE's policies & procedures.					
			True/False	0	1	0		
							Yes	1
							No	0
Probing and Paraphrasing								
			Text : Did the CSO probe for the concern: Asked relevant questions to pinpoint the reason of the call as appropriate?					
			True/False	0	1	4		
							Yes	1
							No	0
Customer Connection								
			Text : The CSO was able to demonstrate sensitivity to the customer's emotional needs (e.g. If customer was inconvenienced or showed frustration, an empathy/apology statement is required; if the customer initiates small talks and/or rapport, CSO should respond appropriately.)?					
			True/False	0	1	0		
							Yes	1
							No	0
Used Proper Hold Procedure								

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : QBE

	0	13			

Text : Did the CSO use the hold procedure ONLY when appropriate.

True/False	0	1	0		
				Yes	1
				No	0

Name : Questionnaire Exemple

	0	0			

Pendant l'appel

Text : Volume de la voix

True/False	0	1	0		
				Yes	1
				No	0

Text : Intonation

Multiple Choice	0	2	0		
				Bonne	2
				Moyenne	1
				Mauvaise	0

Accueil

Text : Qualité de l'accueil

Integer	1	10	0		
					0

Name : Sales Initial Calls

	3	101			

Sales Introduction

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Sales Initial Calls

	Min Score	Max Score
	3	101

Text : Did the Agent Identify his or herself

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	15	1		
				Yes	15
				No	0

Text : Did they confirm the customer's info?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	0		
				Yes	10
				No	0

Hold Etiquette

Text : Did the Agent ask permission to put call on hold?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	1		
				Yes	10
				No	0

Text : Did the Agent put the call on Hold for longer than 5 minutes?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	4		
				Yes	10
				No	0

Product Knowledge

Text : Rate the Agents skill level in regards to product ABC

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Integer	1	10	1		
					0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			Question					
	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Sales Initial Calls

	3	101						

Text : Rate the Agents upsell knowledge

			Multiple Choice	1	10	2		
							Excellent	10
							Good	8
							Average	6
							Poor	3
							Needs Training!	1

Name : SC Tech Support

	0	70						

Hold Etiquette

Text : Did the agent ask permission prior to placing the caller on hold?

			True/False	0	10	1		
							No	0
							Yes	10

Text : Did the agent thank the customer for holding?

			True/False	0	10	1		
							Yes	10
							No	0

Intro/Greeting

Text : Did the agent welcome the caller with the appropriate greeting?

			True/False	0	10	1		
							No	0
							Yes	10

Recorder Questionnaire Detail

Questionnaire Range or List   \<All>

Questionnaire Group Name Range or List :   \<All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : SC Tech Support

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
	0	70						

Text : Did the agent say his/her name during the introduction?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	1		
				No	0
				Yes	10

Text : How did the agent sound in speaking with the customer?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	10	1		
				Very interested in customer.	10
				Pretty normal	5
				Just taking care of business. Nothing more	3
				He/She would rather be somewhere else	0

Customer Service Skills

Text : Did the agent repeat the issue back to the customer for verification?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	1		
				No	0
				Yes	10

Text : How would you describe the agent's understanding of the issue/question(s)?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	10	1		
				The agent displayed a deep understanding	10
				The agent knew most of the answers	5
				It took a few tries, but the agent eventually figured it out	3
				Completely clueless	0

Name : Self Service, Screeners

	Min Score	Max Score
	0	100

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			Question					
	Min Score	**Max Score**	**Type**	**Min**	**Max**	**Weight**	**Possible Answer Text**	**Possible Answer Value**

Name : Self Service, Screeners

	0	100						

Greeting Questions

Text : Hello?

			Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
			True/False	0	1	6		
							No	0
							Yes	1

Text : Introduce him/ herself to customer

			True/False	0	1	6		
							No	0
							Yes	1

Text : Agent's Demeanor

			Multiple Choice	0	1	6		
							Other, but had a negative tone	0
							Other, but had a positive tone	0
							Rude	0
							Angry	0
							Genuine	1
							Disinterested	0
							Pleasant	0

Text : Comments

			Free Text(non-scoring)	0	0	0		
								0

Customer Service Skills Questions

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Self Service, Screeners

	Min Score	Max Score
	0	100

Text : Product Line Knowledge

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Numeric	0	1	6		
					0

Text : Manners

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				No	0
				Yes	1

Text : Patience

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				No	0
				Yes	1

Text : Comments

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Free Text(non-scoring)	0	0	0		
					0

Communications Skills/ Pacing Questions

Text : Grammar Usage

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				No	0
				Yes	1

Text : Pacing

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	6		

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score
Name : Self Service, Screeners		
	0	100

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Text : Pacing					
Multiple Choice	0	1	6		
				Chaotic	0
				Diffult to to follow	0
				Slow	0
				Start and Stop	0
				Jittery	0
				Smooth	1
				Dead Air	0
Text : Use of Profanity or Offensive Language					
Multiple Choice	0	1	6		
				The agent used profanity	0
				The agent was difficult to understand	0
				The agent used som slang	0
				The agent was professional	1
Text : Comments					
Free Text(non-scoring)	0	0	0		
					0

Recognize Brand Loyalty

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Text : Social Media					
True/False	0	1	6		

Recorder Questionnaire Detail

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Self Service, Screeners

	Min Score	Max Score					
	0	100					

Text : Social Media

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				Yes	1
				No	0

Text : Offer Basic Services

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	1	6		
				Yes, once	1
				Yes, twice	0
				Yes, three times	0
				No	0

Wrap Up Questions

Text : Used appropriate sign-off?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				No	0
				Yes	1

Text : Customer's Name Used?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				No	0
				Yes	1

Text : Resolution

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	6		
				No	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : Self Service, Screeners								
	0	100						
			Text : Resolution					
			True/False	0	1	6		
							Yes	1
			Text : Comments					
			Free Text(non-scoring)	0	1	0		
								0
Hold/ Transfer Etiquette								
			Text : Ask before placing the customer on hold?					
			True/False	0	1	6		
							Yes	1
							No	0
			Text : Warm Hand Off					
			True/False	0	1	6		
							Yes	1
							No	0
Name : Shipping Agent Customer Service								
	0	13						
Agent's Helpfulness								
			Text : How helpful was the agent with the customer?					
			Multiple Choice	0	2	2		
							Resolved the issue quickly	2

Recorder Questionnaire Detail

Questionnaire Range or List <All>

Questionnaire Group Name Range or List : <All>

Questionnaire			Question					
	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Shipping Agent Customer Service

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
	0	13						

Text : How helpful was the agent with the customer?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	2	2		
				Eventually got things worked out	1
				Didn't help much	0
				No help at all	0
				Actually made things worse	0

Text : Did the agent understand the customer's issue?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : Did the customer seem satisfied with the resolution?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	2		
				Yes	1
				No	0

Agent's Attitude

Text : How was the agent's overall demeanor?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	0	2	2		
				Awesome	2
				Slightly less than awesome	1
				Okay	0
				Nope	0
				Agent was a real @#$%	0

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Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire			Question					
	Min Score	**Max Score**	**Type**	**Min**	**Max**	**Weight**	**Possible Answer Text**	**Possible Answer Value**

Name : Shipping Agent Customer Service

	0	13						

Text : Was the agent engaged in the customer's question or issue?

			True/False	0	1	1		
							Yes	1
							No	0

Text : Do you believe the agent was playing Flappy Birds while he spoke to the customer?

			True/False	0	1	1		
							Yes	1
							No	0

Name : Starwood Heart and Soul

	0	100						

Make It Memorable

Text : Respond authentically to the caller's emotion

			Multiple Choice	0	10	2		
							Exceed	10
							Do not use	0

Heart and Soul Call Handling

Text : Discovery - Ask questions to understand the reason for the call

			True/False	0	10	2		
							No	0
							Yes	10

Text : Ownership/Service Delivery - Deliver the answer clearly, confidently, and positively

			True/False	0	10	2		
							No	0

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Starwood Heart and Soul

	0	100			

Text : Ownership/Service Delivery - Deliver the answer clearly, confidently, and positively

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	2		
				Yes	10

Text : Address the caller's issues proactively and offer alternatives

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	2		
				Yes	10
				No	0

Effectively Open and Close the Call

Text : First Impression - Greet and offer assistance

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	1		
				Yes	10
				No	0

Text : Last Impression - Offer further assistance and close the call

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	10	1		
				Yes	10
				No	0

Name : Test 1

	0	0			

Intro section

Text : Question 1

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				Yes	1
				No	0

Questionnaire Range or List   \<All\>

Questionnaire Group Name Range or List :   \<All\>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : test_aly_1

	Min Score	Max Score
	0	5

Agent

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Text : Security					
True/False	0	1	1		
				No	0
				Yes	1
Text : Intro					
True/False	0	1	1		
				No	0
				Yes	1
Text : Polite					
True/False	0	1	1		
				No	0
				Yes	1
Text : Listen					
True/False	0	1	1		
				No	0
				Yes	1
Text : Close					
True/False	0	1	1		
				No	0
				Yes	1

Critical

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : test_aly_1

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
	0	5						

Text : Q1

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				No	0
				Yes	1

Text : Q2

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				No	0
				Yes	1

Text : Q3

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	0		
				No	0
				Yes	1

Name : Todd's Questionaire

	Min Score	Max Score
	1	6

Summary

Text : Overall, should this recording pass?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Intro

Text : Did the agent welcome the caller?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1

Recorder Questionnaire Detail

Questionnaire Range or List   <All>

Questionnaire Group Name Range or List :   <All>

Questionnaire

	Min Score	Max Score

Question

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value

Name : Todd's Questionaire

	Min Score	Max Score
	1	6

Text : Did the agent welcome the caller?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				No	0

Text : Did the agent say his/her name?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
True/False	0	1	1		
				Yes	1
				No	0

Text : How did the agent sound?

Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Multiple Choice	1	3	1		
				Happy	3
				So so	2
				Barely alive	1