CUSTOMER SERVICE CALL MONITORING SHEET

20/Order#1 Do 20/Order#	Agent Name:		Date		Completed By:	
Froper greeting Alert and expressive Successfully identify and acknowledge customer condition Expresses willingness to help customer Uistening Skills Uistening Skills Uistenifies customers needs and expectations Asks appropriate questions to obtain clarity Responds promptly to the questions/needs of the customer Call Handling Skills Uistenifies and diffuse potential problems Takes control of the call, identifies and diffuse potential problems Takes control of the call, identifies and diffuse potential problems Prevents unnecessary escalations Displays empathy Resolves issues and or gives alternatives Positive, professional tone Uses correct grammar Speaks clearly and addibly Closing Accurately processes transaction/request Summarizes the call and actions taken Asks for an expression of satisfaction Leaves appropriate notes Soore: 0 0 0 000 96 Exceeds						
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Positive, professional tone Uses correct grammar Speaks clearly and audibly Closing Accurately processes transaction/request Summarizes the call and actions taken Asks for an expression of satisfaction Leaves appropriate notes Disposition call correctly Score: 0 100 - 96 Exceeds 95 - 60 Meets	Resolves issues and or gives alternatives					
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Accurately processes transaction/request Summarizes the call and actions taken Asks for an expression of satisfaction Leaves appropriate notes Disposition call correctly Score: 0 100 - 96 Exceeds 95 - 60 Meets	Speaks clearly and audibly					
Summarizes the call and actions taken Asks for an expression of satisfaction Leaves appropriate notes Disposition call correctly Score: 0 100 - 96 Exceeds 95 - 60 Meets	Closing					
Asks for an expression of satisfaction Leaves appropriate notes Disposition call correctly Score: 0 100 - 96 Exceeds 95 - 60 Meets	Accurately processes transaction/request					
Leaves appropriate notes Disposition call correctly Score: 0 100 - 96 Exceeds 95 - 60 Meets	Summarizes the call and actions taken					
Disposition call correctly Score: 0 100 - 96 Exceeds 95 - 60 Meets	Asks for an expression of satisfaction					
Score: 0 100 - 96 Exceeds 95 - 60 Meets	Leaves appropriate notes					
Score: 0 95 - 60 Meets	Disposition call correctly					
59 - 0 Below			Score:	0		
Summary:	Summary:					
Agent Name: Date	Agent Name: Date					