

CUSTOMER SERVICE CALL MONITORING SHEET

Agent Name:	Date	Completed By:
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ID/Order#	Recording ID#:	5 = Exceeds 3 = Meets 0 = Below
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Greeting	SCORE	NOTES
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Proper greeting		
Alert and expressive		
Successfully identify and acknowledge customer condition		
Expresses willingness to help customer		

Listening Skills		
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Identifies customers needs and expectations		
Asks appropriate questions to obtain clarity		
Responds promptly to the questions/needs of the customer		

Call Handling Skills		
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Gives correct information		
Takes control of the call, identifies and diffuse potential problems		
Prevents unnecessary escalations		
Displays empathy		
Resolves issues and or gives alternatives		

Verbal Communication Skills		
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Positive, professional tone		
Uses correct grammar		
Speaks clearly and audibly		

Closing		
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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	59 - 0 Below
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Summary:	

Agent Name:	Date	
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