CALL CENTER EVALUATION FORM

		SCORE										
		1	2.3	3	100	15-1	6	2.00	-	98	10	
A	GREETING		and the	No.	Acres 6					Sec. 1		
	Thank customer for calling											
	Identify identity to customer											
	Mention company name											
	Mention call is being recorded											
	Ask caller name											
	Ask the problem											
8	VERIFICATION											
	Ask customer identity and check with their recorded database			0	0							
	Input new data if it is new customer											
C	PROBLEM SOLVING											
	Apologize to the issue											
	Ask specific questions to address the problem											
	Ask caller to do necessary steps to solve the problem											
	Suggest further steps if the problem can't be resolved by customer											
	If further steps is sending technician, inform approximate time they will visit customer location		0	0	-	0	-	-	0	0	0	
	If further steps is asking customer to bring damaged item to service center, inform them the address and approximate time frame to repair them	-	0		0	0			0	0		
	Inform customer their report number											
D	CLOSURE											
	Ask customer for other problems											
	Ask customer if they are satisfied with your service									0	0	
	Thank customer again for calling											
	Greet customer											

Excel Call Center Coaching Template

Karin Nielsen-Saines



Excel Call Center Coaching Template Book Review: Unveiling the Magic of Language

In an electronic era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "Excel Call Center Coaching Template," published by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we shall delve in to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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