Quality Assessment mApp

Provides the ability to assess a call, email or chat of a service desk agent.

Quality Assessment 9

Status	Completed
Overall Score	84
Assessment Type	Phone
Assessed Date/By:	- select Assesed Date/By -
11/29/2016 Cherwell Admin	
Analyst	Bruce Robertson
Ticket Number	101331

I Want To:

View Date/Time Information

Attach Recording

Add Note

Introduction	Subtotal: 1 / 8
Analyst used proper greeting	Partial
Analyst verified customer's name	No
Analyst verified customer's phone number	No
Analyst verified customer's location	No
Analyst verified if there was an existing ticket number	N/A

Transaction Information	Subtotal: 8 / 8
Analyst used effecitve questioning skills to diagnose the issue	Yes
Analyst used customer's name	Yes
Analyst used proper hold procedures	N/A
Analyst avoided dead air	Yes
Analyst kept customer informed of actions	Yes
Analyst verified customer's SSN for security purposes before doing a password reset	N/A

Soft Skills	Subtotal: 14 / 14
Analyst was courteous	Yes
Analyst was professional	Yes
Analyst demonstrated active listening and acknowledgement	Yes
Analyst communicated clearly	Yes
Analyst adapted to customer's skill level	Yes
Analyst maintained control of the call	Yes
Analyst avoided interupting or talking over customer	Yes

Resolution	Subtotal: 8 / 10
Analyst offered the most appropriate solution	Yes
Analyst verified the customer's issue was resolved	Yes
Analyst provided customer with ticket number	No
Analyst offered further assistance at end of call	Yes
Analyst thanked the customer for their time	Yes

Ticket Documentation	Subtotal: 16 / 16
Analyst updated any new contact information for the customer	Yes

Journals | Ticket

New Journal - Note | Record 1 of 3 | E-mail | View

Type	Created	By	Details
Journal - History	11/29/2016 11:05 AM	Cherwell Admin	The following changes were made to the Quality Assessment 9 by CSDAdmin on 11/29/2016:-->-->Field St
Journal - Note	11/29/2016 10:56 AM	Cherwell Admin	test
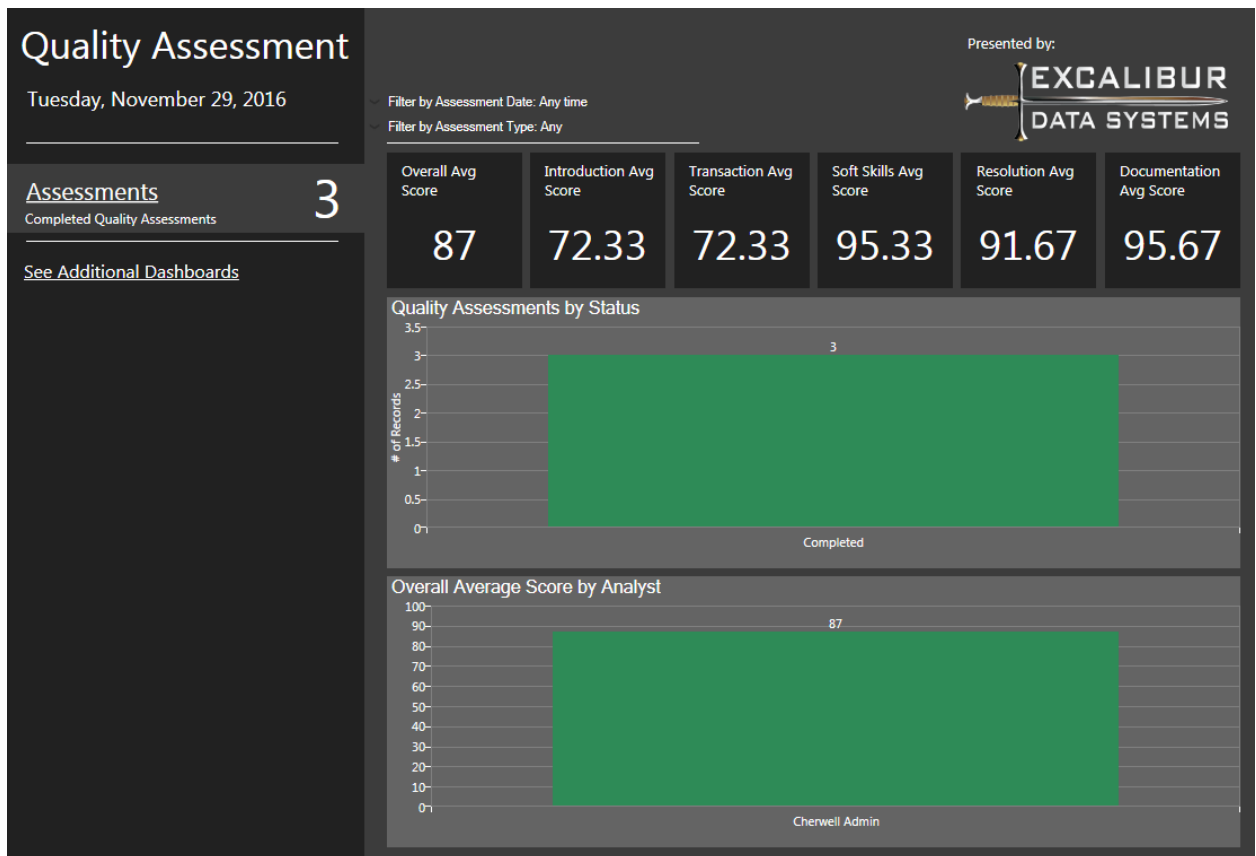
New Objects/Dashboard

- Quality Assessment (major)
- Quality Assessment Answer (lookup)
- Quality Assessment Type (lookup)
- Quality Assessment Dashboard

Modified Objects

- Incident (additional relationship)

Requirements

Cherwell version 5 or later.

Setup Tasks

Configure security groups appropriately based on needs for View, Add, and Edit.