

Quality Assessment mApp

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

Status Completed Analyst used proper greeting No Analyst used proper greeting Analyst used infied customer's name No Analyst used infied customer's name Analyst used infied customer's name No Analyst used infied customer's location No No Analyst used infied customer's location No No Assessment Type Biose Analyst used effective questioning skills to diagnose the issue Yee Assessed Date/By:	Quality Assessment 9	Introduction	Subtotal: 1 / 8
Overall Score 84 No Analyst verified customer's hone number No Analyst verified customer's hold procedures No Analyst ued effective questioning skills to diagnose the issue Yes Analyst add uppoer hold procedures No Analyst verified customer's hold procedures No Analyst add proper hold procedures No Analyst der customer's hall Yes Analyst der customer's skill evel No Analyst der onstated active listening and acknowledgement Yes Analyst deffered the most appropriate solution Yes </td <td>C J</td> <td>Analyst used proper greeting</td> <td>Partial 💌</td>	C J	Analyst used proper greeting	Partial 💌
Overall Score 844 Assessment Type Phose Assessment Type Phose Assessed Date/By: select Assessed Date/By: 11/29/2016 Chewrell Admin Analyst used effecitive questioning skills to diagnose the issue Yea Analyst used affecitive questioning skills to diagnose the issue Yea Analyst used effecitive questioning skills to diagnose the issue Yea Analyst used effecitive questioning skills to diagnose the issue Yea Analyst used effecitive questioning skills to diagnose the issue Yea Analyst used effecitive questioning skills to diagnose the issue Yea Analyst used closer's name Analyst used affecitive questioning skills to diagnose the issue Yea Analyst used closer informed of actions NAA Analyst verified customer's SNI for security purposes before doing a password reset NAA Manlyst was professional Yea Analyst used interrupting and acknowledgement Yea Analyst adapted to customer's skill level Yea Analyst adapted to customer's skill level Yea Analyst offered the most appropriate solution Yea Analyst offered further austomer is to easine at easie of cial Yea Analyst offered further austomer is the was are soluted in the customer's size was resolved Yea Analyst offered further austomer is the of cial Yea Analyst offered further austomer is the of cial Yea Analyst updated any new contact information for the customer Yea Anal	Status Completed	Analyst verified customer's name	No
Overall Score 84 Assessment Type Phote Assessed Date/By: -select Assessed Date/By: -select Assessed Date/By: -select Assessed Date/By: 11/29/2016 Analyst used effective questioning skills to diagnose the issue Analyst welfied dead air N/A Analyst used proper hold procedures N/A Analyst velfied customer's SSN for security purposes before doing a password reset N/A Vew Date/Time Information Yee Add hote Yee Analyst demonstrated active listening and acknowledgement Yee Analyst demonstrated active listening and acknowledgement Yee Analyst demonstrated active listening or talking over customer Yee Analyst demonstrated active listening or talking over customer Yee Analyst ordified fifter the most appropriate solution Yee Analyst ordified fifter assistance at end of call Yee Analyst ordified fifter assistance at end of call Yee Analyst ordified fifter assistance at end of call Yee Analyst ordified fifter assistance at end of call Yee Analyst ordified fifter assistance at end of call Yee Analyst ordified fifter assistance at end of call Yee Analyst updated any new contact information for the customer Yee Analyst updated any new contact information for the customere Yee </td <td></td> <td>Analyst verified customer's phone number</td> <td>No</td>		Analyst verified customer's phone number	No
Overrall Score 44 Assessment Type Assessment Type Ethons Analyst used effective questioning skills to diagnose the issue Assessed Date/By: -:sdeed Assessed Date/By: 11/29/2016 Analyst used used numer's name Analyst Bruce Bobetson Analyst wei/ded dead air Yes Analyst vei/fied customer's SSN for security purposes before doing a password reet N/A Analyst vei/fied customer's SSN for security purposes before doing a password reet N/A Analyst vei/fied customer's SSN for security purposes before doing a password reet N/A Analyst vei/fied customer's SSN for security purposes before doing a password reet N/A Analyst vei/fied customer's SSN for security purposes before doing a password reet N/A Analyst vei/fied customer's SSN for security purposes before doing a password reet N/A Analyst vei/fied customer's SSN for security purposes before doing a password reet N/A Analyst vei/fied customer's SSN for security purposes before doing a password reet N/A Analyst vei/fied fuenorstrated active listening and acknowledgement Yes Analyst adapted to customer's skill level Yes Analyst offered the most appropriate solution Yes Analyst offered the most appropriate solution Yes Analyst offered further assistance at end of call Yes Analyst treffied further assistance at end of call Yes Analyst turp vovided customer with ticket number Yes Analyst turp vovided customer with ticket number <		Analyst verified customer's location	No
Assessment Type Phone Assessed Date/By:	Overall Score 84	Analyst verified if there was an existing ticket number	N/A 💌
Assessed Date/By:select Asseed Date/Zy:		Transaction Information	Subtotal: 8 / 8
Arsessed Date/By: 2select Assessed Date/By: Analyst used proper hold procedures Analyst verified customer's SSN for security purposes before doing a password reset ArA Analyst verified customer's SSN for security purposes before doing a password reset ArA Analyst verified customer's SSN for security purposes before doing a password reset ArA Analyst verified to customer's SSN for security purposes before doing a password reset ArA Analyst verified to customer's SSN for security purposes before doing a password reset ArA Analyst verified to customer's SSN for security purposes before doing a password reset ArA Analyst verified to customer's skill level Analyst was professional Analyst was professional Analyst was professional Analyst adapted to customer's skill level Analyst adapted to customer's skill level Analyst avoided interupting or talking over customer Yes Analyst verified the customer's issue was resolved Analyst verified the customer is use was resolved Analyst thanked the customer for their time Yes Analyst thanked the customer for their time Yes Analyst updated any new contact information for the customer Yes Analyst updated any new contact information for the customer Yes Analyst updated any new contact information for the customer Yes Analyst updated any new contact information for the customer Yes Arabyst updated any new contact information for the customer Yes Arabyst updated any new contact info	Assessment Type Phone	Analyst used effecitve questioning skills to diagnose the issue	Yes
Analyst used proper hold procedures N/A I1/29/2016 Cherweil Admin Analyst Bruce Robertson Ticket Number 101331 ■ ■ Want To: Wey Date/Time Information Attach Recording Add Note Attach Recording Add Note Analyst verified customer's SSIN for security purposes before doing a password reset N/A Analyst verified customer's SSIN for security purposes before doing a password reset N/A Analyst verified customer's SSIN for security purposes before doing a password reset N/A Analyst verified customer's SSIN for security purposes before doing a password reset N/A Analyst was professional Analyst was professional Analyst was professional Analyst demonstrated active listening and acknowledgement Analyst demonstrated active listening and acknowledgement Analyst adapted to customer's skill level Analyst adapted to customer's skill level Analyst adapted to customer's skill level Analyst avoided interupting or talking over customer Resolution Analyst verified the customer's issue was resolved Analyst verified the customer for their time Yes Analyst thanked the customer for their time Yes Analyst thanked the customer for their time Yes Analyst updated any new contact information for the customer Yes New Journal - Note New Meecord 1 of 3 New Yes Passan Yes Yew -	Accessed Date/Rv· - select Assesed Date/Bv -	Analyst used customer's name	Yes 💌
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Analyst Bruce Robertson Ticket Number 101331 Analyst verified customer informed of actions Analyst verified customer's SSN for security purposes before doing a password reset N/A To: Want To: Analyst was courteous Analyst was professional Analyst was professional Analyst was professional Analyst demonstrated active listening and acknowledgement Yea Analyst adapted to customer's skill level Analyst adapted to customer's skill level Analyst avoided interupting or talking over customer Yea Analyst verified the most appropriate solution Yea Analyst verified the customer's issue was resolved Analyst verified the customer with ticket number Analyst verified further assistance at end of call Analyst thanked the customer for their time Ticket Documentation Analyst updated any new contact information for the customer Yea New Journal- Note Yea New Journal- Note Yea Yea Yea Yea Yea Yea Yea Yea Yea Ye		Analyst avoided dead air	Yes 💌
Ticket Number 101331 Want To: View Date/Time Information Attach Recording Add Note Analyst was professional Analyst demonstrated active listening and acknowledgement Analyst demonstrated clearly Analyst adapted to customer's skill level Analyst adapted to customer's issue was resolved Analyst verified the most appropriate solution Analyst verified the customer's issue was resolved Analyst tranked the customer for their time Ticket Documentation Analyst updated any new contact information for the customer Yes New Journal-Note X Mew Journal-Note X		Analyst kept customer informed of actions	Yes
I Want To: Analyst was courteous Yes View Date/Time Information Analyst was professional Yes Analyst demonstrated active listening and acknowledgement Yes Analyst demonstrated active listening and acknowledgement Yes Analyst adapted to customer's skill level Yes Analyst adapted to customer's skill level Yes Analyst avoided interupting or talking over customer Yes Analyst ovided interupting or talking over customer Yes Analyst ovided interupting or talking over customer Yes Analyst ovided customer's issue was resolved Yes Analyst offered the most appropriate solution Yes Analyst offered further assistance at end of call Yes Analyst tanked the customer for their time Yes Ticket Documentation Yes Analyst updated any new contact information for the customer Yes Analyst updated any new contact information for the customer Yes	Analyst Bruce Robertson	Analyst verified customer's SSN for security purposes before doing a password reset	N/A
View Date/Time Information Attach Recording Add Note Analyst demonstrated active listening and acknowledgement Analyst demonstrated clearly Analyst adapted to customer's skill level Analyst avoided interupting or talking over customer Yes Resolution Subtotal: 8 / 1 Analyst offered the most appropriate solution Analyst verified the customer's issue was resolved Analyst verified the customer's issue was resolved Analyst verified the customer for their time Yes Analyst thanked the customer for their time Yes Journals You Takket Yes Tokket Yes Tokket Yes	Ticket Number 101331 🔍 💽	Soft Skills	Subtotal: 14 / 14
fiew Date/Time Information kttach Recording Analyst demonstrated active listening and acknowledgement Analyst domonstrated active listening and acknowledgement Analyst communicated clearly Analyst adapted to customer's skill level Analyst adapted to customer's skill level Analyst avoided interupting or talking over customer Resolution Subtotal: 8 / 1 Analyst offered the most appropriate solution Analyst offered the most appropriate solution Yes Analyst offered further assistance at end of call Analyst offered further assistance at end of call Analyst thack due customer for their time Ticket Documentation Yes Analyst updated any new contact information for the customer Yes	Want To:	Analyst was courteous	Yes 💌
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Analyst avoided interupting or talking over customer Yes Analyst avoided interupting or talking over customer Yes Resolution Subtotal: 8 / 1 Analyst offered the most appropriate solution Yes Analyst verified the customer's issue was resolved Yes Analyst offered further assistance at end of call Yes Analyst offered further assistance at end of call Yes Analyst thanked the customer for their time Yes Ticket Documentation Subtotal: 16 / Analyst updated any new contact information for the customer Yes Journal - Note X Yes		Analyst adapted to customer's skill level	Yes
Resolution Subtotal: 8 / 1 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 / Analyst updated any new contact information for the customer Yes		Analyst maintained control of the call	Yes
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Analyst reinied uit contents i bate two resoluted Analyst provided customer with ticket number Analyst provided customer with ticket number Analyst offered further assistance at end of call Analyst thanked the customer for their time Yes Ticket Documentation Analyst updated any new contact information for the customer Yes Journals Ticket No Yes Journals Note X M		Analyst offered the most appropriate solution	Yes 💌
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Ticket Documentation Subtotal: 16 / Analyst updated any new contact information for the customer Yes Journals Ticket Wasyn updated any new contact information for the customer Yes		Analyst offered further assistance at end of call	Yes
Analyst updated any new contact information for the customer Yes Journals Ticket New Journal - Note X Image: Second 1 of 3 Y Image: Second 1 of 3 Y		Analyst thanked the customer for their time	Yes 💌
Image: Capacity Relation and Capacity Relationships of the Capac		Ticket Documentation	Subtotal: 16 / 16
😻 New Journal - Note 🗙 🚧 🐗 Record 1 of 3 🕨 🍽 🝸 👻 🗞 E-mail 👻 🖶 View 👻		Analyst updated any new contact information for the customer	Yes 💌
Type Created - By Datails			
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:>	Type Created V By	Details	

Quality Assessment Tuesday, November 29, 2016	Filter by Assessment Date		Presented by:					
Assessments 3	Overall Avg Score	Introduction Avg Score	Transaction Avg Score	Soft Skills Avg Score	Resolution Avg Score	Documentation Avg Score		
See Additional Dashboards	87	72.33	72.33	95.33	91.67	95.67		
	Quality Assessments by Status							
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	Overall Average Score by Analyst							
	100- 90- 87							
	80- 70-							
	60- 50-							
	40- 30-							
	20- 10-							
	0-1		Che	rwell Admin				

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.