

Solution Center Quality Form

Section	Points	Expectation	Description	Example
Connect 25%	1.	5pts	Used personal information to create rapport	Uses name, offers personal recognition as appropriate, verifies caller before giving sensitive information Ex: "How can I help you Sally?", "Great show!", "Welcome to XXX Company!", "Thanks for your recent purchase!" Ex of Verifying Caller: Consultant asks, "What address do I have on file?" Agent says "I would be happy to assist you. May I verify who I am speaking with?"
	2.	4pts	Demonstrated empathy	Uses the right words to recognize the situation as appropriate. Ex: "Oh no!", "I apologize that the XXX product was missing from your order", "That can be frustrating".
	3.	8pts	Matched pace and tone of the Interaction Managed silence	Slows down or speeds up as appropriate, right tone for the interaction, checks in with contact keeping them informed. Ex of Matching Pace: Client from New York is in a hurry- Agent gets them off the phone as quick as possible, New Client who never processed an RMA- Agent gives detailed instructions. Ex of Matching Tone: Agent uses a formal tone with an upset customer. Ex of Managing Silence- "Just a moment while I process that", "What is your favorite New product"?
	4.	8pts	Used proper grammar Used courtesy phrases Avoided company jargon	Uses proper grammar and spelling in all channels. Uses courtesy phrases throughout contact. Does not use slang or internal company terms. Ex of DO for Jargon: "The order is currently being packaged". Ex of DON'T for Jargon: "The order is being Picked". Ex of Courtesy: "Thank you for that information", "May I please have the spelling of your last name?"
Analyze 25%	5.	10pts	Accurately identified problem Asked probing questions	Agent has a clear understanding of what the problem is, asks effective probing questions, and paraphrases if needed. Ex: Customer says, "I would like to return my XXX product". Agent says, "When you say return, are you wanting a refund or a replacement"? Customer says, "I would like a Replacement". Agent asks, "What size XXX do you need to replace?" Customer says, "The Large XXX".
	6.	7pts	Used tools and resources efficiently	Uses appropriate agent tools. Ex: Looking up a purchase for a XXX for Heather Smith- Agent uses the Search tool to quickly locate the order
	7.	8pts	Demonstrated active listening Active reading	Avoids repeating, does not interrupt the contact, and does not ask for information that is already in the chat or email. Ex of Active Reading: Agent reads the email thread to see if information they need was already given, when the show number is in the subject line of the Chat- Agent recognizes that and does not ask for the show number.
Resolve 25%	8.	7pts	Provided solution Explained next steps Provided expectations	Explains the solution for the issue (offers options if available), gives time frame on how long a process can take, takes ownership, and proactively explains any next steps that is required of the contact. Agent assesses and adjusts to the contact's level of PC Knowledge. Ex: Customer calls in to replace a broken XXX. Agent says "Our replacement process for our XXX is done through a XXX return. I will provide you with a reference number to write on the product. I will send you an email, please reply to the email by... Your replacement will ship in 1-2 business days, and that you can throw away the broken one".
	9.	8pts	Delivered the correct information	All information given is complete and accurate. Ex: Caller asked for our Hours of Operation- Agent says ""Monday-Friday 8am-8pm Central Standard Time".
	10.	8pts	Entered all data accurately	Verifies all information entered for accuracy. Ex: Customer gives email address over the phone. Agent says, " I have Heathersmith123@gmail.com, is that correct"?
	11.	2pts	Educated on self-service options as appropriate	Informs the contact of Knowledge Center and/ or Self Service when appropriate. Ex: A customer calls in for shipping status on a show, the agent tells her where she can track her shows on appropriate software utility.
Execute 25%	12.	7pts	Confirmed all needs were met	Asks if there are questions on next steps (when applicable), offers additional assistance. Ex: Do you have any questions about the return process? Ex: Is there anything else I can do to assist you today?
	13.	8pts	Documented appropriately	Adds a note in OSC for every interaction, includes Show # and RMA # if applicable, includes specific information given, documents exceptions, chooses correct Contact Reason. Ex: DU 2585- Made an exception to send label because the customer just received the item and it was broken Ex: Caller wanting to know when her order will be delivered- Per tracking 01/28 Ex: PQ 2865- XXX was broken upon receiving it
	14.	10pts	Followed SOP's Followed policies Followed through on commitments	Follows SOP's and adheres to policy. Demonstrates proper hold and proper transfer. Follows through on any and all commitments made to the contact. Ex of SOP: Agent searches for original purchase before offering to process on the house account. Ex of Proper Hold: "Do you mind if I place you on hold while I research"? "Thank you for holding". Checks in after 2 minutes of holding. Ex for Email: If we are unable to resolve the issue after 3 outbound emails, agent makes a phone call. Ex of Commitments: Confirmation email, call back completed, label sent.