



Scorecard: Chat (Non-Numeric)

ID	QUESTION	COMMENT / CAUSES	ANSWERS
Chat Handling			
1	Was the advisor ready for the chat and promptly greeted the customer?		☒ Yes ☐ No
2	Did the advisor ask relevant probing questions?		☒ Yes ☐ No
3	Was the chat handled in an effective and concise manner?		☒ Yes ☐ No
4	Did the advisor educate the customer on relevant products or processes?		☒ Yes ☐ No
5	Did the advisor set correct expectations to the customer about next steps, if appropriate, including accurate time frames?		☒ Yes ☐ No
6	Did the advisor thank the customer and offer further assistance at the end of the chat?		☒ Yes ☐ No
Resolution			
7	Did the advisor provide accurate information?		☒ Yes ☐ No
8	Did the advisor correctly answer the customer's query?		☒ Yes ☐ No
Rapport Building			
10	Was the advisor polite and courteous?		☒ Yes ☐ No
11	Did the advisor use the correct spelling, punctuation and grammar?		☒ Yes ☐ No
12	Did the advisor demonstrate empathy/willingness to help?		☒ Yes ☐ No
13	Soft Skills Superhero?		☒ Yes ☐ No
Process			
14	Did the advisor escalate the query correctly and explain the process to the customer?		☐ Yes ☒ No
15	Did the advisor capture clear, concise & accurate information in the ticket including interval notes for next advisor?		☐ Yes ☒ No
16	Did the advisor use relevant tools?		☒ Yes ☐ No

Sections	Non-Numeric
Chat Handling	You're a Quality Star
Resolution	You're a Quality Star
Rapport Building	You're a Quality Star
Process	Need Development

[Getting there](#)

Qa Social Work New Pb

Xiaolong Qi



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