

Customer Service QA Scorecard

Customer Experience Section

Metrics	Data Evaluation Method	Weighting	Score
1. Customer Assessment of CX			
The call resolved **Critical Error**	Post-Call Survey	30	
Customer was very satisfied with the agent	Post-Call Survey	20	
There was a positive customer experience (e.g., happy)	Artificial Intelligence	10	

Call Compliance Section

2. Agent Ownership of Customer Issues			
A. Information Sharing			
All key information was provided	QA Evaluator/Supervisor	2	
Asked pertinent questions to accurately understand issue	QA Evaluator/Supervisor	2	
Use online knowledge management tool	QA Evaluator/Supervisor	1	
Made notes or tags reason of why the customer called	QA Evaluator/Supervisor	1	
Agent took clear and complete notes and entered them in CRM	QA Evaluator/Supervisor	2	
B. Call Handling			
Adhered to customer transfer or escalation guidelines	QA Evaluator/Supervisor	1	
Used appropriate resources and approach to address call reason	QA Evaluator/Supervisor	1	
Adhered to customer hold guidelines	QA Evaluator/Supervisor	1	
Maintained adherence to the script or guidelines	QA Evaluator/Supervisor	1	
Was efficient in handling the call (e.g., appropriate call length)	QA Evaluator/Supervisor	2	
C. Customer Service Quality			
Asked and confirmed if the call resolved	QA Evaluator/Supervisor	2	
Accurate information provided (prevented customer call back) **Critical Error**	QA Evaluator/Supervisor	3	
All customer questions were answered correctly	QA Evaluator/Supervisor	2	
Summarized call main points (after-call work not required)	QA Evaluator/Supervisor	1	
Provided the most appropriate solution	QA Evaluator/Supervisor	2	
Thanked the customer for their business and told them they were valued	QA Evaluator/Supervisor	1	
Used the customer's name throughout the call	QA Evaluator/Supervisor	1	
Expressed empathy for the issue, inconvenience, or cost related to the issue	QA Evaluator/Supervisor	2	
Took ownership for resolving call reason	QA Evaluator/Supervisor	3	
3. Agent Ownership of Business Issues			
A. Security			
Verified call access to account information **Critical Error**	QA Evaluator/Supervisor	2	
Updated or confirmed account information (e.g., email, phone #, address)	QA Evaluator/Supervisor	1	
Adhered to government laws (e.g., HIPAA) **Critical Error**	QA Evaluator/Supervisor	2	
B. Selling of Products and Services			
Leveraged upselling and cross-selling opportunities	QA Evaluator/Supervisor	2	
Charged correct fees (did not waive fees or under-charge) **Critical Error**	QA Evaluator/Supervisor	2	
TOTAL		100	

Customer Service QA Scoring Range:

Great: 100 Points, Good: 90-99, Average: 70-89, Needs Improvement: 50-69 & Unacceptable: 0-49

****Critical Error**** - If an agent makes a critical error, they receive 0 points for their entire Customer Service QA Evaluation.

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**United States. Health Resources
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Performance Review and Quality in Social Care Anne Connor, 1994-01-01 Performance review has become a major topic in social work As an all embracing term it encompasses broad concepts such as quality and accountability and the specific techniques for measuring and managing performance This volume is divided into four parts to survey the subject in different areas and to examine its implications from the perspectives of the voluntary sector management professional practice the client and those implementing performance review The importance of supervision and the need for proper consultation with carers when making policy decisions are also discussed as well as such areas as quality assurance schemes and the proper implementation of complaints procedures Also included is an analysis of performance review and quality in General Practice The final Part provides a general overview of performance and quality review and examines how effective the Citizen s Charter and other quality assurance schemes are and what they mean when put into practice *Health planning reports subject index* United States. Health Resources Administration, 1979 **Handbook of Quality Assurance in Mental Health** Alex R. Rodriguez, Sharon A. Shueman, 2013-11-09 professional standards review organizations PSRO in defining quality of care for the Medicare program it is a shared responsibility of health professionals and government to provide a reasonable basis for confidence that action will be taken both to assess whether services meet professionally recognized standards and to correct any deficiencies that may be found p 14 Similar pronouncements have been made for the quality assurance activities of the Department of Defense s CHAMPUS program and of the 1980s successor to the PSROs the federally designated peer review organizations PROs established to ensure quality and utilization efficient care for Medicare Links between the federal and state gov ernments and between professional associations and private review entities have been developed to make this shared responsibility manifest in the delivery and reimbursement of health services This responsibility is seen in light of both pro fessional and legal accountability a view noted by Gibson and Singhas 1978 and Alger 1980 Accountability then becomes a concentric concept that elaborates on the pure view of quality and reflects the federal government s consumer protection activities during the 1970s The Joint Commission on Accreditation of Hospitals JCAH which has pro vided another primary historical leadership role in defining quality assurance has promoted the evolution of the concept of resource limitations as a part of the defini tion of quality assurance **Health Planning Reports: Subject index. 4 v** United States. Health Resources Administration, 1978 **Health Planning Reports Personal Author Index** United States. Bureau of Health Planning, 1981 Lists citations to the National Health Planning Information Center s collection of health planning literature government reports and studies from May 1975 to January 1980 Understanding Clinical Governance and Quality Assurance Diana Sale, 2005-08-12 This book enables healthcare professionals to make clinical governance a reality at all levels of a health care organisation It covers techniques and approaches to support the successful implementation of Clinical Governance including evidence based practice integrated

care pathways clinical risk management and other essential skills such as project management writing a strategy and facilitating groups Each chapter is supported with examples of how the theory works in practice Relational Caring and Presence Theory in Health Care and Social Work Andries Baart,Guus Timmerman,2024-12-18 Three decades of neoliberal efficiency thinking about caring and care systems have resulted in a greater need for relationality in healthcare and social work than ever before These support services extend beyond the giving of care and support to include the development of relationships between caregivers and their care recipients in their socio institutional contexts The culmination of over 30 years of research this book provides an extensive and critical introduction to relational working in care education and welfare It explains what relational work is and proposes a new human orientated theory beyond the simple needs provision model Demonstrating the kind of professionalism required for such work it explores why it is as important to be present with and for people especially those in precarious conditions as it is to give care This is essential reading for researchers educators quality officers policy makers students and practitioners interested in understanding the growing scholarship related to both care theory and presence theory **NHSQIC Annual Bibliography** National Health Standards and Quality Information Clearinghouse (U.S.),1980 *Health Planning Reports Title Index* United States. Bureau of Health Planning,1981 Government Reports Announcements & Index ,1978 **Health Planning Reports Subject Index** ,1980

How to Achieve Quality and Accreditation in a Hospital Social Work Program ,1991 **Social Worker** ,1986

Public Sector Reform and Performance Management in Developed Economies Zahirul Hoque,2021-02-22 Over the past two decades there has been a shift of paradigm in public administration and public sector accounting around the world with the increasing emphasis on outcomes as opposed to inputs and outputs focus Understanding of how government departments and agencies develop and implement outcomes based approaches to their services and programs to strengthen public accountability financial scrutiny and good governance worldwide is limited Covering a selection of international practices on outcomes based approaches to government departments agencies and public higher educational institutions in developed economies this comprehensive compilation provides an essential reading in the public sector accounting accountability and performance management field The contributions are grouped into three jurisdictions Australasia UK and Europe and North America It incorporates outcomes based practices in public services from advanced economies and will be of significant interest to global public sector regulators consultants researchers and academic communities as well as academic researchers in public administration and development studies fields The insights offered by a country specific practice will also be useful to governments in other countries implementing similar systems and practices and facing similar socio political environments This book will also help to gain an understanding of the issues of government accountability from a management point of view as well as from a socio political point of view **Quality Improvement in Education** Carl Parsons,2017-11-01 Using case studies from the full range of educational institutions this book originally published in 1994

provides an analytical overview of the quality debate in British education illuminating the evolution of one of the most prevalent and forceful cultural phenomena in contemporary education at the time Lessons are learned from quality improvement in industry and public service and the case studies show how procedural approaches like TQM IIP and BS 5750 are being adapted to the educational context Directed towards all involved in educational management the book is of particular value to those responsible for initiating and monitoring quality improvement in their institutions *Government reports annual index* ,199? Cumulated Index Medicus ,1978 *A Directory of Computer Software Applications* ,
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