

real results  
training consultancy



# Best Practices in Call Quality Monitoring

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**PROCESSES**

**Training**

**Quality  
Frame  
work**

**COACHING**

**Systems &  
Technology**

**GET THE  
RIGHT DATA  
TO COACH  
FROM**



# Who is doing well?

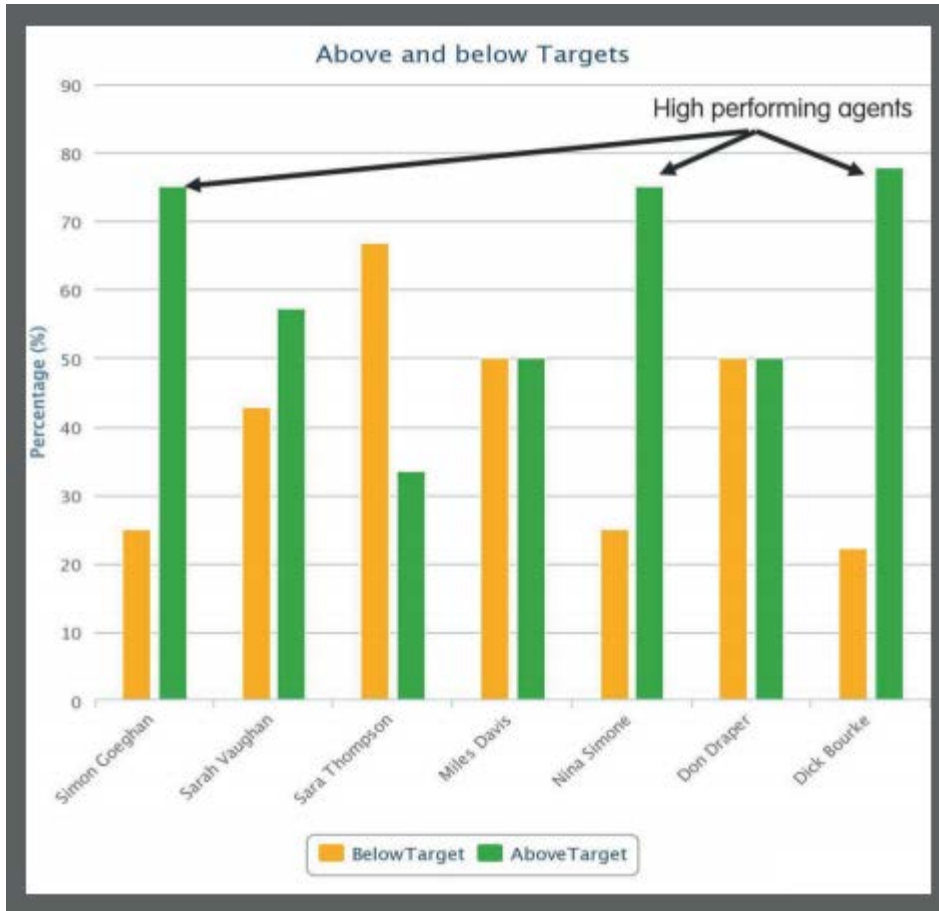


**WhY?**

**TAKE A LONGER  
VIEW**

**CHUNK IT DOWN**

**Source: eBook from  
Scorebuddy.co.uk**



# While Sara had the lowest overall average she was the highest performer in the most recent quarter

Staff Id   Staff Name	TOTAL	- Target	+ Target	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2
7765   Sara Thompson	77.30%	2	1	96.71%		55.78%	79.48%	96.71%
23454   Don Draper	83.27%	8	8	92.26%	76.70%	83.52%	89.57%	92.26%
99876   Simon Goeghan	83.38%	1	3	90.96%		77.37%		90.96%
00987   Miles Davis	83.52%	3	3		82.71%	83.72%	83.63%	
88765   Nina Simone	86.27%	1	3	90.93%		86.09%	82.47%	90.93%
12345   Dick Bourke	86.58%	2	7	91.48%	76.52%	85.25%		91.48%
34451   Sarah Vaughan	87.89%	3	4	94.28%	93.14%	86.31%	80.60%	94.28%

**Source: eBook from  
Scorebuddy.co.uk**

# REVIEWING DIFFERENT SECTIONS CAN HIGHLIGHT AREAS TO FOCUS ON ACROSS SEVERAL CALLS/MONTHS

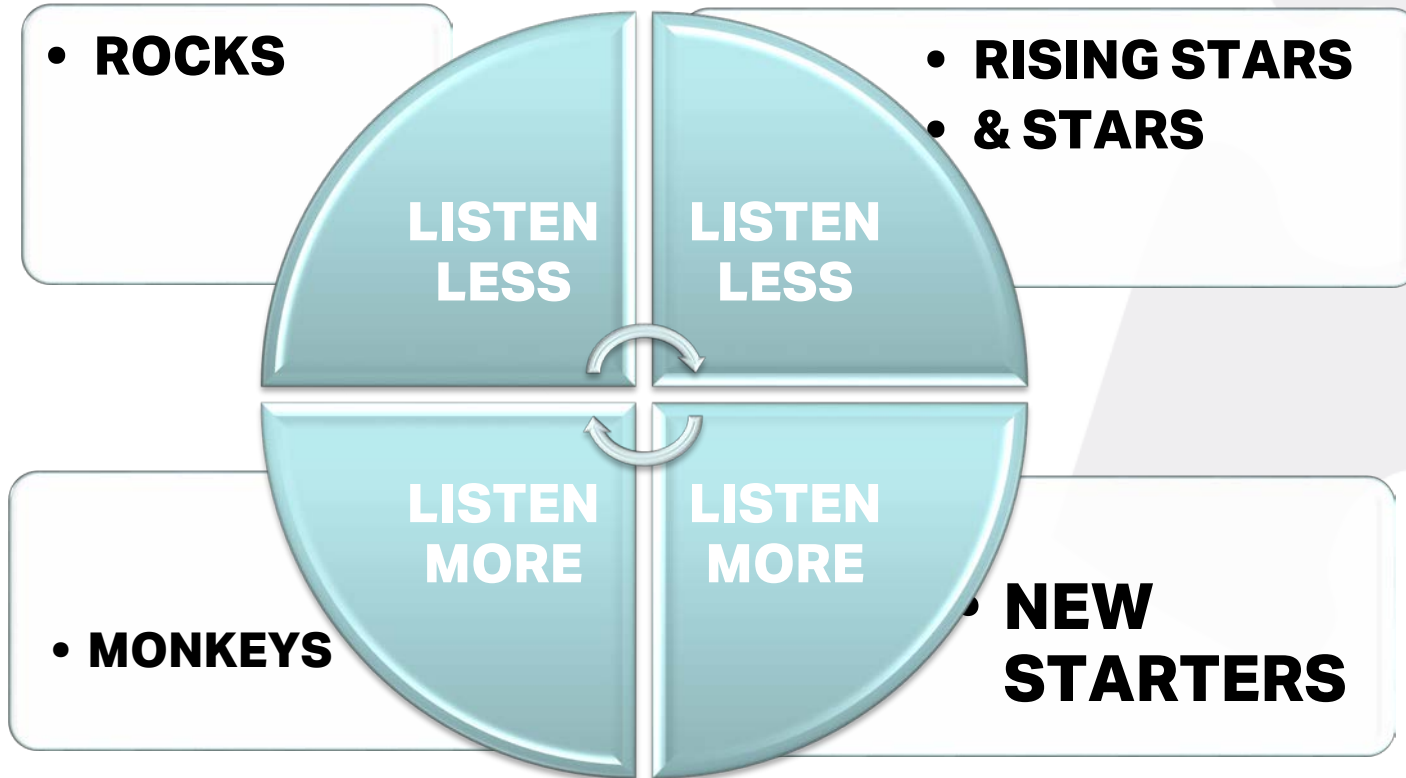
Export Switch view

Week Month Quarter

Section	TOTAL	Month 7	Month 8	Month 9	Month 10	Month 11	Month 1	Month 2	Month 3	Month 6
Quality of Customer Experienc...	77.53%	76%	63%	64.5%	88%	62.5%	92%	96%	84.5%	86%
Greeting	70.78%	76.29%	71.43%	61.14%	73.62%	80.14%	63.43%	80.86%	54.86%	85.14%
Data Protection	NA	0%	0%	0%	0%	0%	0%	0%	0%	0%
Establish Needs	88.33%	90%	92.5%	67.5%	86.67%	90%	90%	100%	92.5%	100%
Solution/Explanation	86.02%	85.03%	87.52%	70%	86.69%	87.52%	100%	85.03%	85.03%	100%
Cross Selling	90.00%	0%	0%	0%	0%	0%	0%	0%	0%	90%
Process Updates	91.92%	90%	94.37%	91.26%	90.84%	93.11%	100%	100%	85%	88.74%
Close the Call	90.04%	87.14%	92%	97%	92.67%	82.57%	100%	91.14%	75.57%	100%
First Call Resolution	NA	0%	0%	0%	0%	0%	0%	0%	0%	0%
Supplemental Qs	78.93%	85%	90%	50%	88.33%	50%	90%	90%	87.5%	100%

**Source: eBook from  
Scorebuddy.co.uk**

# Who Am I?

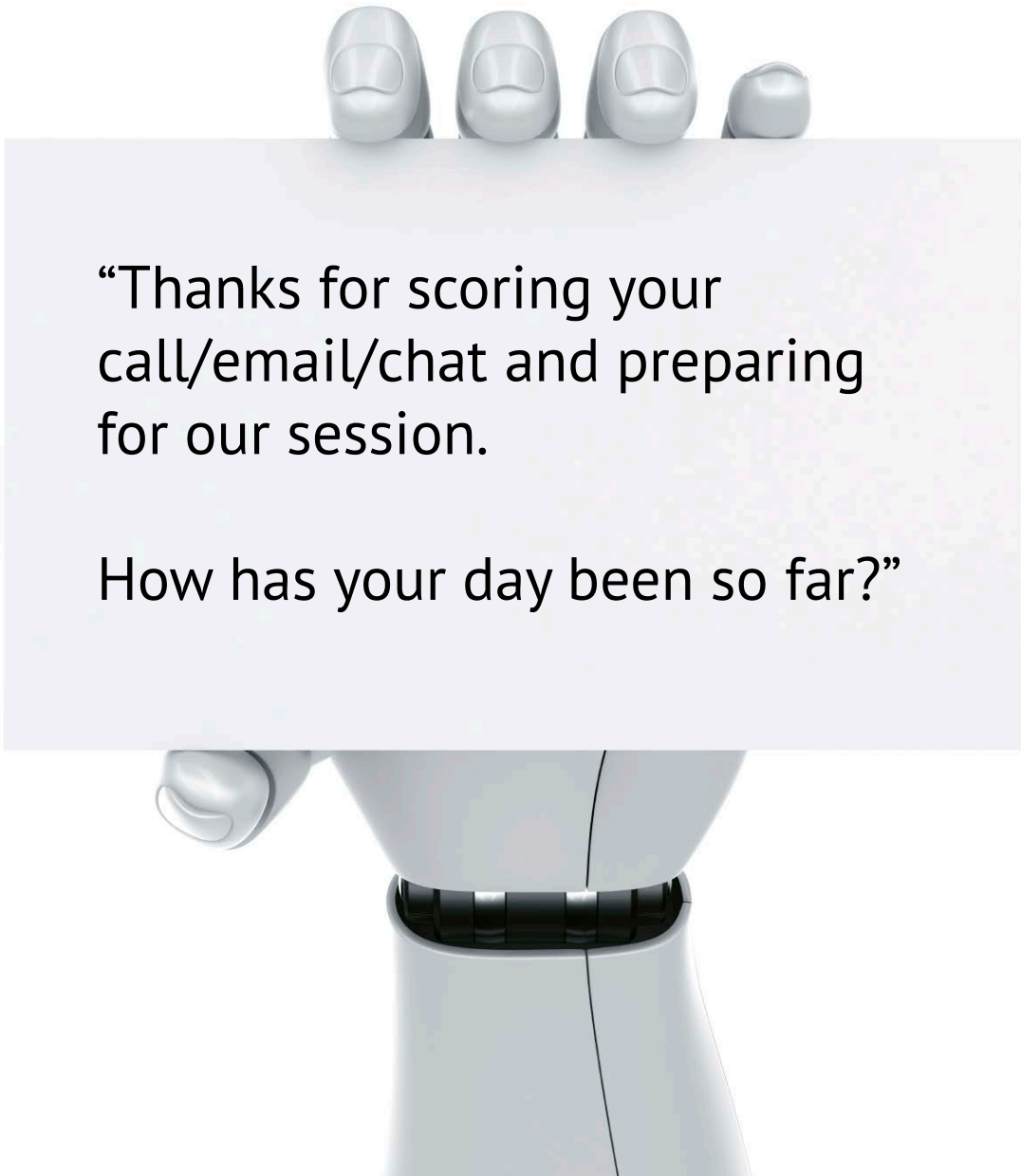


# Let's Talk

A person wearing a dark blue suit and tie is holding a white rectangular sign with both hands. The sign has the words "WE LISTEN" written in bold, dark blue, uppercase letters. The background is a light, neutral color.

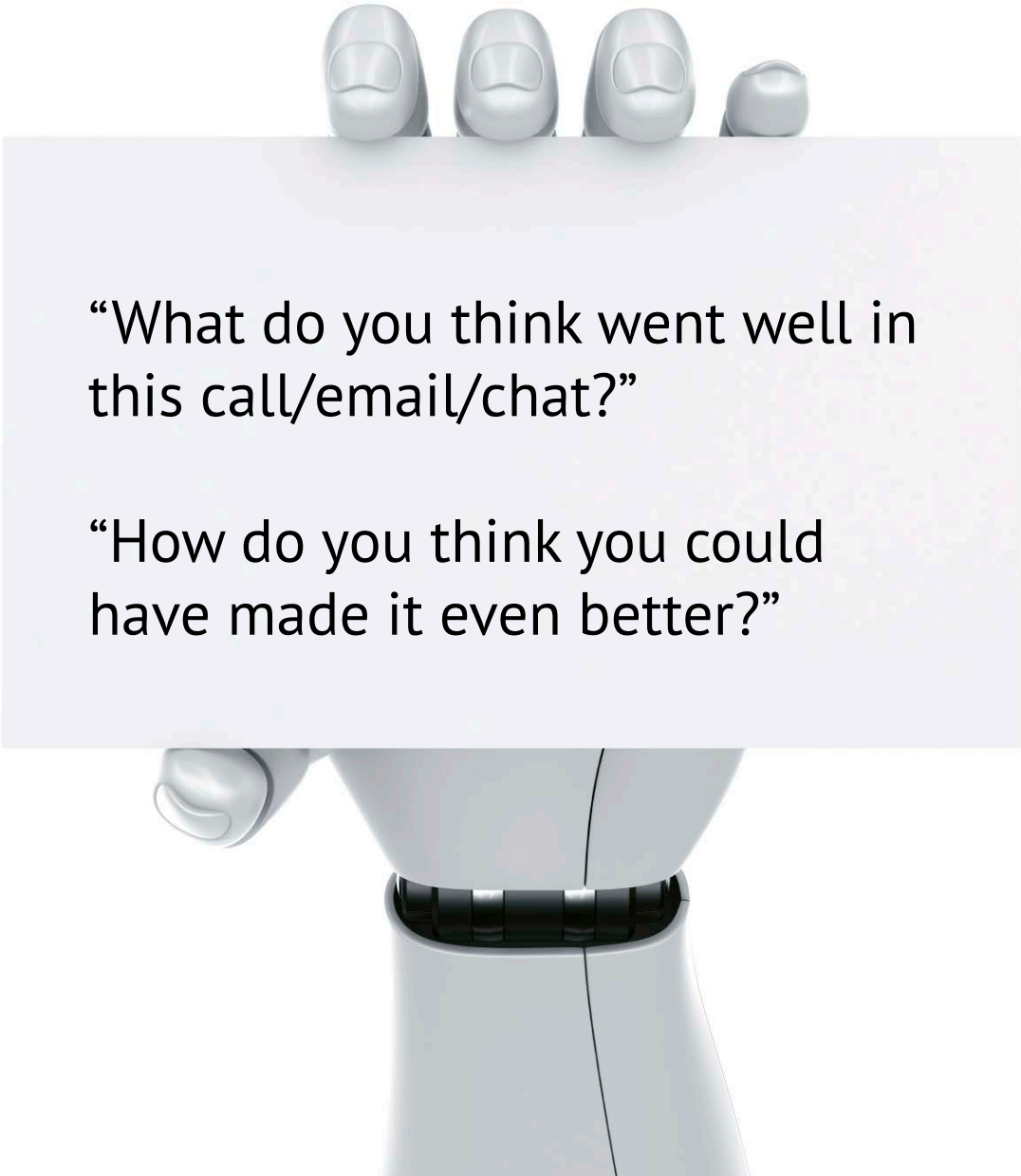
**WE LISTEN**





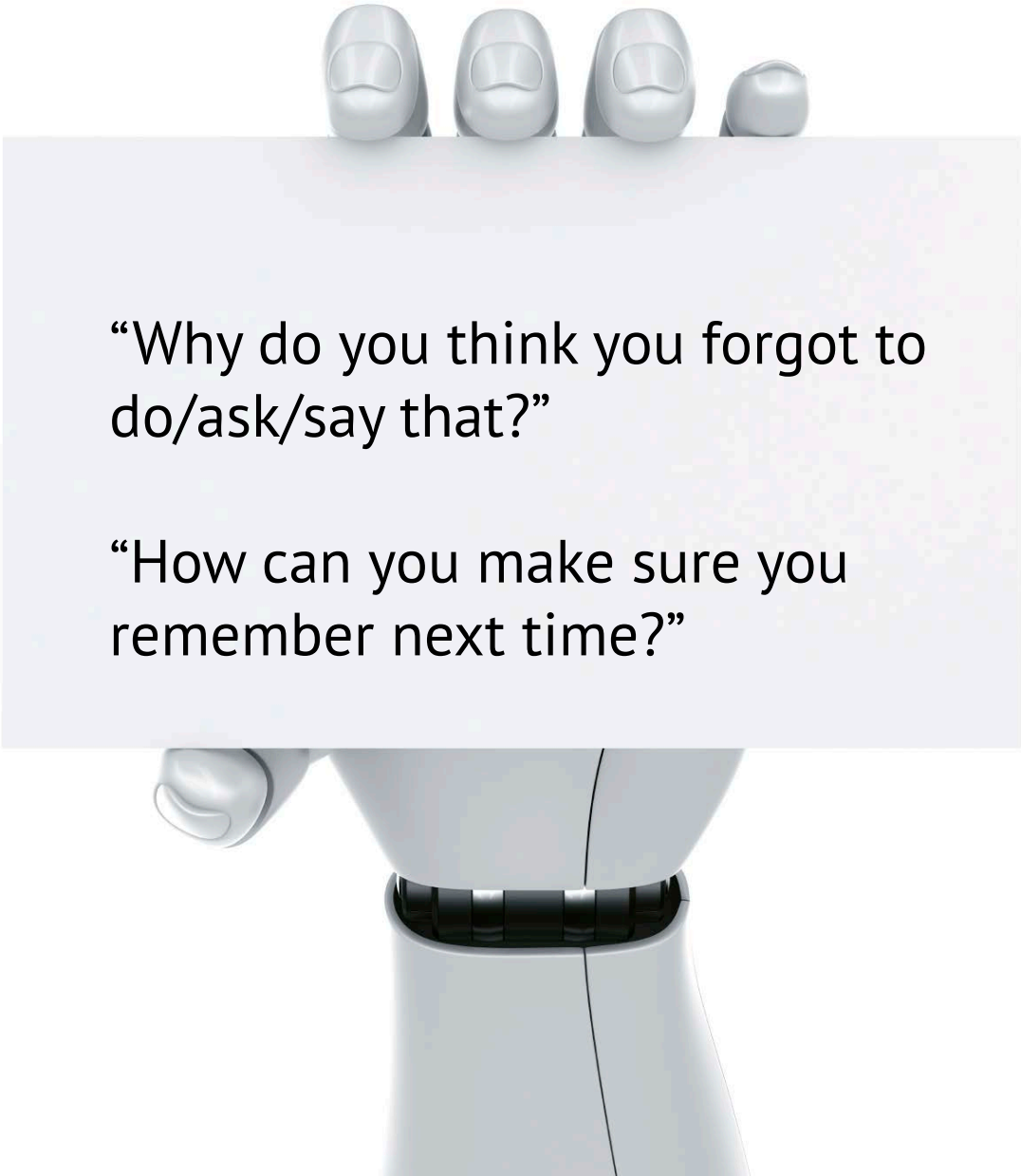
“Thanks for scoring your  
call/email/chat and preparing  
for our session.

How has your day been so far?”



“What do you think went well in this call/email/chat?”

“How do you think you could have made it even better?”



“Why do you think you forgot to do/ask/say that?”

“How can you make sure you remember next time?”

# TRAINING

**Modules to support key quality aspects:**

**Compliance/data protection**

**Tonality/rapport/service attitude**

**Knowledge management**

**Big picture connections**

# Want more?

# Visit [bit.ly/cchcomp](http://bit.ly/cchcomp)

to win a masterclass video on 'Feedback, Training & Coaching for Quality'

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