

DIMETRO CALL REVIEW SCORECARDS - INBOUND CALL SCORECARD - GUIDE FOR ASSESSORS / AUDITORS

If you are doing inbound call audits and you find that call is not for an inbound part inquiry, then select cancel and move to next call

Q1- REASON FOR THE CALL

This is a statement and summary of what the call was about in 1-2 sentences, it's not an opinion of the call performance

i.e. inquiry for Camry engine

Q2. GREETING

Are we clear with script, JJ Auto Parts, this is xxxx (agent's name)

Agent should be clear if they are talking to trade customer, wholesale or retail, if unsure ask, where are you calling from ...

Q3. VOICE

Do we style shift to be in same tone as caller, are we present and helpful

Q4. CORRECT PART LOOKED UP

If we listen to the call and see the part looked up, is it correct?

Did we ask the applicable questions?

Q5. OFFERED WARRANTY

If the part is a mechanical part then the caller should be offered the part with a warranty as a first option, if there is reluctance from the caller then the agent can reduce the price of the warranty

Q6. QUOTED BROKERED PART ?

If call is from trade customer and part value is more than \$250 then brokered part should be offered, it is not the agent's decision to say whether the brokered part is too dear, agent should offer part as if it JJ part and not say, I can get it in .. see separate guide for offering brokered parts

Q7. ASKED FOR THE SALE

If the part has been quoted then we should ask for the sale, i.e. ok when do you need it, don't give price but then NOT ask when it's needed or ask for purchase order number or ask are you going to wait it tomorrow or the next day?

Q8. CLOSED CALL

If we didn't have it and customer asked who might have it , agent should have exit number

If we did have it was there a plan for call back or follow up ?

Q9.TIME ON CALL

There shouldn't be long spaces silent spaces while we are looking for the part

Tell the customer what you are doing to fill the space

Q10.Call Quality

Should be no background noise and line clear

Q11. Quote/Workorder done

Check in pinnacle if a quote or work order was done if the part was quoted

ASSESSORS COMMENTS

This is your opinion on the call and feedback to agent on things done well and things to be improved on as they are meeting the guidelines