Appendix E
CA Quality Assurance Program

Monitoring Score

CA Name: _____

CA Number : _____ **Date:** _____

Call Type: _____ to _____

State: _____ **Station:** _____

Formal Monitoring Worksheet

Call Set Up

Category	P/F	Feedback
Response time		
Dials correct number with area code		
Checks terminator profile before dialing		
Observes originator profile		
Follows specific customer instruction		
Properly connects call on both sides		

Call Content

Category	P/F	Feedback
Accurate typing		
Uses customer friendly language		
Maintains speed/control of voice consumer		
Voices text consumers conversation verbatim		
Voices in complete phrases or thoughts		
Types voice consumers conversation verbatim		
Accurately conveys conversation tone and inflection		
Keeps the text consumer informed		
Properly executes all technical procedures		
Focuses only on call		
Remained unbiased and uninvolved in the call		
Properly handled Customer Service issues		
Used a tone of voice description		

Recordings

Category	P/F	Feedback
Recordings recorded		
Began typing the recording once recognized		
Recordings typed verbatim		
Correct hot keys sent pertaining to call progress		
Consumers' requests properly executed		
Consumer kept informed of process		
Technical procedures regarding recording process followed		

Call Closing

Category	P/F	Feedback
Properly closed the call		
Voiced proper closing to voice consumer		
Efficiently and properly disconnected the call		

Number Passed (divided by) 4	Number Answered (equals) 4	Final Score

Monitor's Feedback:_____

_____

_____

_____

_____

CA's Feedback_____

_____

_____

_____

_____

CA Signature: _____ **Date:** _____

Monitor's Signature: _____ **Date:** _____

Quick Check—Informal Monitoring

CA Name:_____ CA Number:_____ Date/Time_____
State:_____ Call Type:_____ to _____

Category	Points	Observations
Uses correct hot keys		
Uses consumer friendly language		
Uses and voices abbreviations correctly		
Proper use of GA's and SK's		
Focuses only on call		
Types verbatim		
Typos and accuracy		
Keeps voice user at a typable speed		
Voices verbatim		
Voices in complete phrases or thoughts		
Voice tone and inflection		
Keeps users informed		
Follows instructions/Observes Profile		
Follows All Technical Procedures		
Recording Feature		

Score : _____ **Error Count : _____**

Quick Check—Informal Monitoring

CA Name:_____ CA Number:_____ Date/Time_____
State:_____ Call Type:_____ to _____

Category	Points	Observations
Uses correct hot keys		
Uses consumer friendly language		
Uses and voices abbreviations correctly		
Proper use of GA's and SK's		
Focuses only on call		
Types verbatim		
Typos and accuracy		
Keeps voice user at a typable speed		
Voices verbatim		
Voices in complete phrases or thoughts		
Voice tone and inflection		
Keeps users informed		
Follows instructions/Observes Profile		
Follows All Technical Procedures		
Recording Feature		

Score : _____ **Error Count : _____**

Hamilton Telecommunications
Relay Floor Decorum Report Form

Decorum Score

CA Name: _____ CA #: _____ Date: _____

Scoring:

1	Needs Improvements	2.2-3.0	Exceeds Standards
2	Meets Standards	1.8-2.1	Meets Standards
3	Exceeds Standards	<1.8	Needs Improvements

Category	**Pts**	**Comments**
Maintains a reasonable voice tone		
Keeps headset on at all times/Does not stretch headset cord beyond cubicle		
Productivity		
Returns from breaks and lunch on time		
Keeps workstation clean		
Focuses only on call		
Acts in a professional manner		
Adheres to the Dress Code		

Total Points:	*# Answered:*	*Citations -.10:*	*Complaints -.10:*	*Compliments +.10:*	*Decorum Score:*

Supervisor Comments:
_____
_____
_____
_____

CA Comments: _____
_____
_____
_____
_____

CA Signature: _____ Date: _____
Supervisor Signature: _____ Date: _____