

Monitoring CSR Performance

The QA Analysts will listen to a sample of recorded and live calls to observe tone, courtesy, knowledge, accuracy, script compliance, and efficiency. In addition, they will be prepared to escalate poor or unsatisfactory performance to Team Leaders. The QA Analyst will address minor corrections as needed, as well as documenting all sessions. QA Analysts are expected to report and score all calls that are monitored. The result of the calls will be tracked, and reporting will be available at a summary and detail level by the CSR.

Correspondence Quality Assurance Checks

Overview

One of the primary functions of the Quality Assurance (QA) Department is to monitor a Correspondence Customer Service Representative's (CCSR) performance by reviewing the interaction from inbound correspondence (email and letters), making sure that representatives handle the correspondence in line with the Quality Monitoring Framework. By ensuring that CCSRs are properly handling correspondence, Scheme Users will have a better experience. All correspondence will be logged, to allow the investigation of Scheme User issues and a predetermined number of interactions will be monitored depending on volume.

Function Responsibilities

Job Title	Functional Responsibilities
Quality Assurance Analyst	<ul style="list-style-type: none">- Monitoring of correspondence- Correspondence quality grading- Provide feedback and coaching
Quality Assurance Supervisor	<ul style="list-style-type: none">- Monitor Quality Assurance Analyst workload- Collate reports and trends- Marking Quality Assurance Analyst work- Monthly Webchat quality calibration activity held with Team Leaders, Supervisors and National Highways.- Provide feedback where necessary

Procedure Quality Analyst

Quality Analyst

- Monitoring of correspondence sent and received.
- Mark the correspondence in line with Quality Monitoring Framework (QMF)
- Provide feedback to Team Leaders

Quality Assurance Supervisor

- Check the checkers.
- Deal with any serious issues

Exception

Nil

Supervisor/Team Leader Actions

Check the checkers and deal with any serious issues.

Required (ID, Docs)

Quality Monitoring Framework

Key	
Personal	Compliance

	Question	Points	Score (Y/N/I/P)	Notes
CSR Interaction / Handling	Did the CCSR locate the correct account?	Did the CCSR navigate Siebel correctly? Did they input the correct information from the correspondence.?		
	Did the CSR take appropriate action?	Did the CCSR make the account holders requested changes in Siebel?		
	Did the CSR use appropriate grammar, spelling and avoid using slang / acronyms?	Acronyms could be written in full and then abbreviated (ANPR for example would be Automatic Number Plate Recognition) Language in accordance with Tone of Voice & Normal not Formal		
	Did the CSR respond to all queries asked by the customer?	1. Did they send appropriate letter/email template (if applicable?) 2. Did they address all queries and needs? 3. Was the response coherent?		
	Did the CSR provide accurate information?	Provided all accurate and precise information to the scheme user. This should include timescales for responses, complaints etc.		
Knowledge/ Information Handling	Did the CCSR identify scheme user dissatisfaction? (Fail section)	Escalations Did the CSR escalate the complaint to the relevant channel i.e. internally, email or NH?		
	Has the CCSR attempted to resolve the issue to the best of their ability? (Fail section)	Soft Skills Did the CCSR resolve the issue, correctly Closed the complaint, confirmed scheme user is happy to close the complaint. Notes updated correctly (may need to go into SR Q)		
Closing	Was the correct action taken against the Service Request?	Did the CSR open, close, update or escalate the SR accordingly? Was the subject line changed to the SR number? Sensitive or personal information should not be included.		
	Were the correct queues and sub-queues used? (Auto fail)	Auto-fail if not		
	Was the correct 'note type' used?	Was the 'note type' changed to 'correspondence' for an email? Was the 'note type' changed to 'follow up' for an internal request?		