



# SAVANNA FIBRE

## Inbound Call Evaluation Parameters

### Call Opening

1. Greeting: Initial greeting.
2. Introduction of Self and Company: Clear introduction.
3. Verification: Verification of customer information.

### Understanding the Issue

1. Probing and Clarification: Agent's questioning and clarification skills.
2. Listening Skills: Agent's ability to listen actively.
3. Summarization of Issue: Agent's summary of the customer's issue.

### Issue Resolution

1. Product/Service Knowledge: Agent's knowledge of products or services.
2. Accuracy of Information: Accuracy of information provided.
3. Problem-Solving Ability: Agent's ability to resolve issues.
4. Ownership: Agent's willingness to take ownership.
5. Providing Alternative Solutions: Agent's ability to offer alternative solutions.

### Handling Concerns

1. Handling Objections: Agent's ability to handle objections.

2. Addressing Concerns: Agent's ability to address customer concerns.
3. Escalation Handling: Agent's ability to handle escalations.

### Communication Skills

1. Clarity of Speech: Agent's speech clarity.
2. Professional Tone: Agent's tone and language.
3. Dead Air: Instances of silence or unnecessary pauses.
4. Hold Protocol: Agent's handling of hold procedures.

### Call Closure

1. Confirmation of Resolution: Confirmation of issue resolution.
2. Further Assistance: Offer of future assistance.
3. Thank You and Goodbye: Proper closure of the call.

### Process Compliance

1. CRM Hygiene: Update of customer information in CRM.

These parameters help evaluate the quality of customer service and identify areas for improvement.

### SAMPLE CALL

**Greeting:**

## 1. Introduction

Good morning/afternoon! Thank you for calling Savannah Fibre You're speaking with James. How may I assist.

### Information Gathering

Confirm Identity.

-Ask for the customer's name/Confirm the customer's name

-Request for the customer's account number/Confirm account details.

## 2. Problem identification

-Get and understand the root of the customer's issue to deliver the right solution.

-Ask the right questions to discover the problem at hand.

## 3. Problem Resolution

### Offer Assistance

"I'm here to help. Could you please provide me with more details about the problem you're encountering?"

### Empathy and Understanding:

"I apologize for any inconvenience this has caused you. Let's work together to find a solution."

Problem-Solving:

"Based on what you've described, here's what we can do to resolve the issue."

## 4. Offer further assistance

Is there anything else I can assist you with Thank You:

## 5. Closing statements

"Thank you for calling Savanna Fibre, have a great day!"

## WECLCOME CALL Evaluation Parameters

### Introduction and Branding

"Good [morning/afternoon], thank you for taking my call. My name is [Your Name], and I'm reaching out from Savanna Fibre."

### Service Confirmation and Account Details

confirm account number,

"How are your services working for you so far? Are you experiencing any issues with your connection speed? May I confirm your account number, please?"

### **CRM and VOC**

"tag the call on our CRM system to ensure you capture the exact details of the conversation."

### **Empathy and Troubleshooting**

"If you're experiencing any issues, please know that we're here to help. We'll work together to troubleshoot and resolve any problems you're facing."

### **Contact Details Update**

"Before we proceed, may I update your contact details? Could you please confirm your alternative phone number and email address?"

### **Customer Experience and Payment Modes**

"How was your experience with our technician/installer? Was everything satisfactory? As a reminder, we offer various payment modes for your convenience. You can pay via [list payment options]."

### **Contact Information and Package Details**

"For any future queries or concerns, you can reach us on WhatsApp at 745040202 or call our helpline numbers, 0200555500 or 0326555500. We have various package options available, including Twiga (10MBps for 72,000), Chui (20MBps for 112,000), Simba (40MBps for 159,000 or 100MBps for 253,000)."

### **Due Dates and Further Assistance**

"Please note that your payment is due on [due date]. To avoid any disconnections, kindly ensure timely payments. Is there anything else I can assist you with today?"

## Closing and Branding

"Thank you for choosing Savanna Fibre. We appreciate your business and look forward to serving you better. Have a great day!"

## Retention

### Call Evaluation Parameters

1. Account Greeting: Initial greeting and introduction.
2. Introduction of Self and Company: Clear introduction of agent and company.
3. Account Verification: Verification of customer's account information.
4. Probing and Clarification: Agent's ability to ask questions and clarify customer concerns.
5. Ownership: Agent's willingness to take ownership of the issue.
6. Listening Skills: Agent's ability to actively listen to the customer.
7. Confidence and Speech Clarity: Agent's tone, confidence, and clarity.
8. Professional Tone: Agent's tone and language.
9. Dead Air: Instances of silence or unnecessary pauses.
10. Product/Service Knowledge: Agent's knowledge of products or services.
11. Accuracy of Information: Accuracy of information provided.
12. Problem-Solving Ability: Agent's ability to resolve issues.
13. Confirm Payment Date: Confirmation of payment date.
14. Reason for Calling: Clear explanation of the call's purpose.
15. Future Assistance: Offer of future assistance.
16. Personalization: Agent's ability to personalize the interaction.
17. Call Closing: Proper closure of the call.
18. CRM Hygiene: Update of customer information in CRM.
19. Call Note/Summary: Documentation of call details.