

Customer Service Call Evaluation

Date: _____ Time: _____ Inc. No. : _____ Disp ID: _____

- | | | |
|---|---|---|
| Y | N | Answered the call with badge number and agency |
| Y | N | Had a helpful, pleasant, interested and attentive tone and sufficient volume |
| Y | N | Responded politely to the caller's "How are you?" or other solicitation |
| Y | N | Actively listened to the caller |
| Y | N | Used "hold" for an appropriate reason |
| Y | N | Asked the caller, "Can I put you on hold?" and waited for the caller's "Yes" |
| Y | N | If a critical incident, used first names |
| Y | N | If it was an in-progress incident, entered the incident quickly |
| Y | N | If it was an in-progress incident, kept the caller on the line to gather information |
| Y | N | Let the caller know that help was on the way, even as questioning continued |
| Y | N | Properly called back a 911 hang-up and determined situation |
| Y | N | If the caller was in peril, gave the caller safety advice and assurance of help |
| Y | N | Provided a badge number or name if requested by the caller |
| Y | N | Properly referred caller to a supervisor if requested |
| Y | N | Announced a call transfer before performing it, and gave caller the phone number |
| Y | N | Used the caller's name when appropriate |
| Y | N | Gave accurate information about laws, policies and procedures |
| Y | N | Asked appropriate questions to quickly gather information |
| Y | N | Allowed the caller to answer questions without interruption |
| Y | N | Allowed the frustrated caller to vent |
| Y | N | Accurately determined the location and jurisdiction of the incident |
| Y | N | Expressed empathy for the caller's situation |
| Y | N | Accurately entered all pertinent information into the CAD incident |
| Y | N | Actively worked to solve the caller's problem |
| Y | N | Apologized for any inability to handle the caller's problem |
| Y | N | Gave an explanation for why we could not handle/solve the caller's problem |
| Y | N | Offered alternate sources of action or information for non-police/fire incidents |
| Y | N | Gave correct names and telephone numbers for alternate agencies |
| Y | N | If the incident was accepted for service, told the caller of our intended action and possible ETA |
| Y | N | Said "You're welcome" and "Good-bye" appropriately |
| Y | N | Hung up <u>after</u> the caller |
| Y | N | Caller said, "Thank you" |

Score: _____ / _____
 yes no