**Troubleshooting**

**Elements:**

a) Troubleshooting was done according to the issue.

b) Troubleshooting steps were executed in an organized and thorough manner.

**Scoring:**

**YES** – Correct troubleshooting was done in accordance to the issue. The agent efficiently followed the troubleshooting steps as documented.

**NO** – Troubleshooting steps were wrong or there are some steps missing.

**Resolution**

**Elements:**

a) The agent takes necessary actions and/or appropriate alternative to resolve the caller's issue.

b) The agent provides correct and appropriate information.

c) Best practice was used as a guide or starting point to work on issue.

d) The agent utilizes tools, programs and/or resources (kbase, alerts, issue history) efficiently and effectively.

e) The agent makes sure all of the customer's concerns mentioned during the call have been addressed before closing the call.

**Scoring:**

**YES** – All necessary actions and appropriate alternatives are taken to resolve the caller's issue(s) in a timely and confident manner. All of the customer's concerns are answered and no mentioned issues are left unresolved or unattended.

**NEEDS WORK** – The agent by mistake steps outside of scope. The agent resolves the issue, but makes unnecessary actions or steps which results to a longer handling time.

**NO** – All necessary actions are not taken to resolve the caller's issue(s). The agent ignores or does not refer the written policies and procedures as needed. The agent does not attempt to answer all of the customer's concerns. Incorrect or Inappropriate information.