

Results of our Contact Centre Mystery Shopper Review

A team of 16 researchers called us on 400 occasions, at a range of times through the day, across the week. They asked us questions about lots of our services. Here are some of their findings from the calls in March and April.

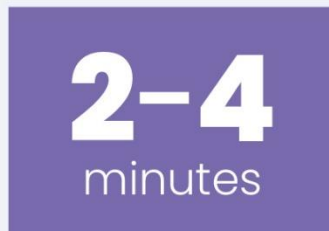
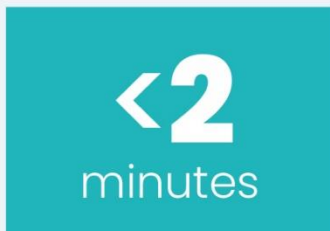


How long did it take for the phone to be answered?

72%
of calls

11%
of calls

17%
of calls



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Was the phone answered...

With a smile?



95%

With a pleasant greeting?



98%

With a name given?



98%

With an offer of help?



100%



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Did the person who answered show knowledge, and were they able to answer your enquiry satisfactorily?



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Overall, what best describes the way in which the team member interacted with you whilst dealing with your enquiry?

36% OF CALLS
Extremely warm & friendly

50% OF CALLS
Warm and friendly

13% OF CALLS
Polite and efficient

