



	Title: <b>Quality Assurance Procedure</b>	Supersedes: <b>v20190906</b>
<b>Servicing Controls</b>	Version: <b>v20200717</b>	Date: <b>07/17/2020</b>

## Purpose

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This document describes the steps a Fairway Independent Mortgage Corporation (FIMC) Senior Quality Assurance Analyst (QAA) follows to complete reviews of a Customer Experience Specialist (CES) for inbound calls, outbound calls, emails, and online chats.

## Scope

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Throughout the month, the Senior QAA selects 10 calls, 5 chats, and 5 emails at random for each CES requiring review using [Five9](#) and [ManageEngine](#) reports. The Senior QAA listens to each call, reviews each email and online chat, and completes the appropriate **Customer Experience Quality Form** to ensure proper handling of calls, emails, and chats completed by a CES. A score of 90% or above is a passing score.

## Effective Date

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This procedure is effective upon publication.

## Document Approvers

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SVP Servicing Controls

EVP Servicing

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PROPRIETARY INFORMATION

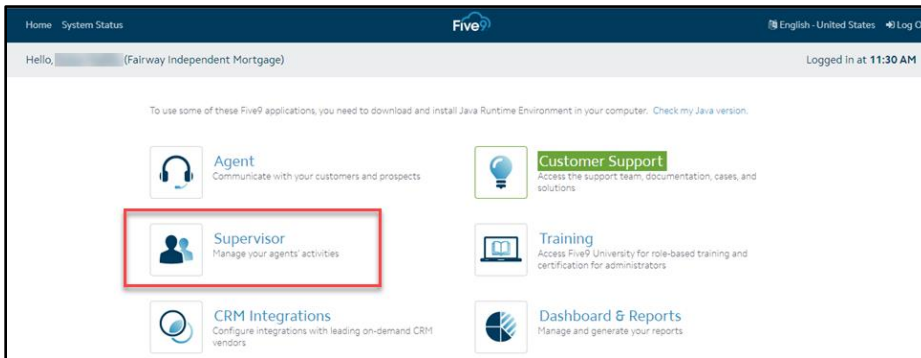
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## Review CES Call

The Senior QAA follows the steps below to randomly select 10 calls per month for each CES in [Five9](#) to review:

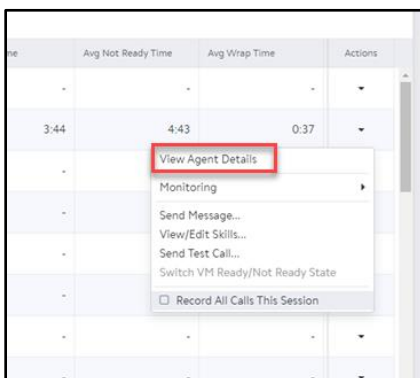
1. Click **Supervisor**.



2. Select the **Agents** tab > **Agent Statistics**.
3. Click the **Actions** dropdown list in the row for the agent under evaluation.

Full Name	Total Calls	Avg Call Time	Avg Handle Time	Avg Hold Time	Avg Idle Time	Avg Not Ready Time	Avg Wrap Time	Actions
[None]	48	-	-	-	-	-	-	▼
[Redacted]	18	4:07	4:45	-	3:44	4:43	0:37	▼
[Redacted]	-	-	-	-	-	-	-	▼
[Redacted]	-	-	-	-	-	-	-	▼
[Redacted]	-	-	-	-	-	-	-	▼
[Redacted]	-	-	-	-	-	-	-	▼
[Redacted]	-	-	-	-	-	-	-	▼

4. Click **View Agent Details**.



5. Select the **Recordings** tab.

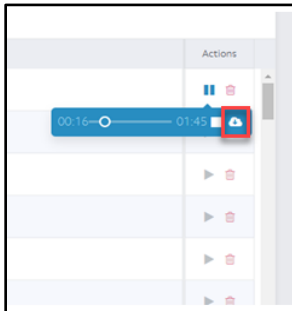
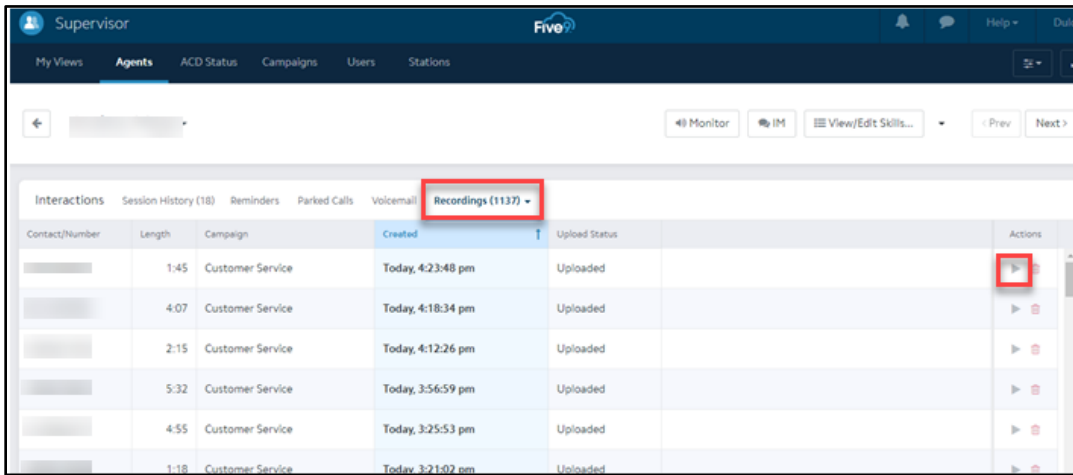
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**Note:** A call list displays for the CES.

6. Click the **Play** symbol for the call under review to display the **Download** symbol.
7. Click the **Download** symbol.



**Note:** The call downloads to the download folder on the desktop.

8. Rename the call file to **<Agent Name> <Date of call>\_<Call review number>**.

**Example:** John Doe 07/07/2020\_call 2.

9. Click the **Play** symbol to listen to the call.

**Notes:**

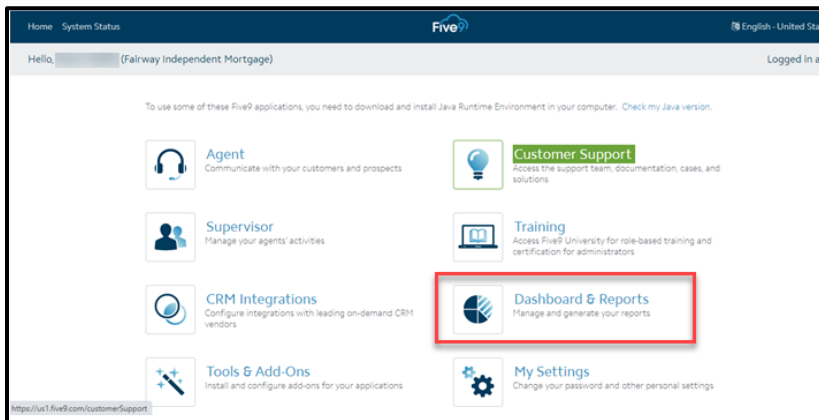
- Randomly select 10 calls taken within the current month by the CES.
- Calls are not reviewed on the same day, which allows the CES time to review their scores and to work on areas of improvement.

10. Complete the [Customer Experience Quality Call Chat Form](#) section.

## Review CES Chat

The Senior QAA follows the steps below to randomly select five chats per month for each CES from [Five9](#) to review:

1. Click **Dashboard & Reports**.



2. Select the **Multi-Channel Reports** tab > **Chat Activity Summary**.

Multi-Channel Reports	
Agent Achievement Report	Shows individual agent SLAs
Agent AHT SLA	Shows Agent Average Handle Time for different channels
Agent Chat Log	Agent Chat Log
Agent Email Time	Agent Email Time
Agent Max Handle Time	Shows Agent Max Handle Time for different channels
Agent Text Interaction Time	Agent Text Interaction Time
Chat Activity	Shows the effectiveness of chat activity details
Chat Activity Summary	Shows the effectiveness of chat summary
Group Max Handle Time	Shows Group Max Handle by Campaign and Agent Team for different channels
Group SLA	Shows Group SLA by Campaigns and Agent Team for different channels
Text (Chat, Email, Social) Log	Text (Chat, Email, Social) Log
Volume Report	Shows Volume of incoming interactions for different channels
Workload Summary by Campaign	Shows the state of incoming interactions by Campaigns for different channels
Workload Summary by Skill	Shows the state of incoming interactions by Skill for different channels

3. Select the **Time Frame** to review.  
**Note:** Select chats for the current month only.
4. Click the agent's name to review.
5. Click the **Transcript** link.

TIMESTAMP	AGENT NAME	F	TRANSCRIPT LINK
Thu, 9 Jul 2020 09:14:24			<a href="#">Transcript</a>
Thu, 9 Jul 2020 09:06:21			<a href="#">Transcript</a>

**Note:** The chat transcript displays.

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6. Review the chat transcript.

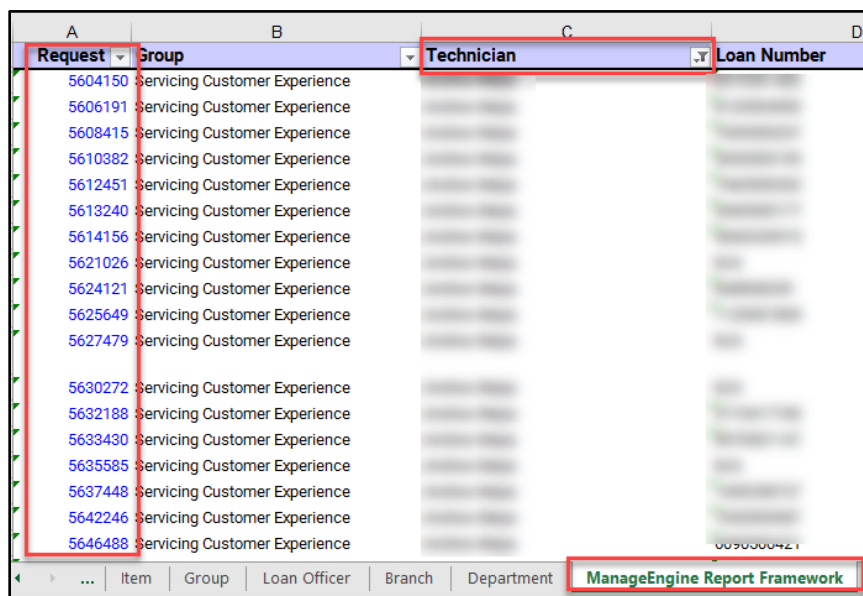
**Notes:**

- Randomly select five chat transcripts completed by the CES within the current month.
  - Chats are not reviewed on the same day. This allows the CES time to review their scores and to work on areas of improvement.
7. Complete the [Customer Experience Quality Call Chat Form](#) section.

## Review CES Email

The Senior QAA follows the steps below to randomly select 5 closed email servicing tickets for review per month for each CES from the [ManageEngine](#) Report, which is sent on a monthly basis by Customer Experience Management:

1. Open the report.
2. Select the **ManageEngine Report Framework** tab.
3. Filter the **Technician** column for the agent name.
4. Click the link in the **Request** column to open the email transcript.



Request	Group	Technician	Loan Number
5604150	Servicing Customer Experience		
5606191	Servicing Customer Experience		
5608415	Servicing Customer Experience		
5610382	Servicing Customer Experience		
5612451	Servicing Customer Experience		
5613240	Servicing Customer Experience		
5614156	Servicing Customer Experience		
5621026	Servicing Customer Experience		
5624121	Servicing Customer Experience		
5625649	Servicing Customer Experience		
5627479	Servicing Customer Experience		
5630272	Servicing Customer Experience		
5632188	Servicing Customer Experience		
5633430	Servicing Customer Experience		
5635585	Servicing Customer Experience		
5637448	Servicing Customer Experience		
5642246	Servicing Customer Experience		
5646488	Servicing Customer Experience		

5. Review the transcript of the email conversation and randomly select 5 closed email servicing tickets from the report completed by the CES.
6. Complete the [Customer Experience Quality Email Form](#) section.

## Customer Experience Quality Call Chat Form

The Senior QAA follows the steps below to complete the **Customer Experience Quality Call Chat Form** as they review each call or chat:

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1. Open the **Customer Experience Quality Call\_Chat Form** in the **Servicing\Controls Department\Quality Assurance and Audits\QA\_<Senior QAA name>** folder on the shared drive.
2. Listen to each call or review each chat in its entirety and complete the **Customer Experience Quality Call\_Chat Form**.

If	Then
The CES scores a pass	<ol style="list-style-type: none"> <li>1. Save the file as <b>&lt;Agent name&gt; call or chat &lt;review number&gt; &lt;Date of conversation&gt;_Pass &lt;Score&gt;</b> to the <b>Servicing\Controls Department\Quality Assurance and Audits\QA_&lt;Senior QAA name&gt;\QA</b> folder on the shared drive. <b>Example:</b> John Doe call 2 07082020_Pass 95</li> <li>2. Send an email with the scorecard to the CES and copy their manager and team lead.</li> </ol>
The CES scores a fail	<ol style="list-style-type: none"> <li>1. Save the file as <b>&lt;Agent name&gt; call or chat &lt;review number&gt; &lt;Date of conversation&gt;_Fail &lt;Score&gt;</b> to the <b>Servicing\Controls Department\Quality Assurance and Audits\QA_&lt;Senior QAA name&gt;\QA</b> folder on the shared drive. <b>Example:</b> John Doe call 2 07082020_Fail 0</li> <li>2. Send an email with the scorecard to the CES and copy their manager and team lead.</li> </ol>

### Customer Experience Quality Email Form

The Senior QAA follows the steps below to complete the **Customer Experience Quality Email Form** as they review each email transcript:

1. Open the **Customer Experience Quality Email Form** in the **Servicing\Controls Department\Quality Assurance and Audits\QA\_<Senior QAA name>** folder on the shared drive.
2. Review each closed email servicing ticket conversation in its entirety and complete the **Customer Experience Quality Email Form**.

If	Then
The CES scores a pass	<ol style="list-style-type: none"> <li>1. Save the file as <b>&lt;Agent name&gt; email &lt;review number&gt; &lt;Date of email conversation&gt;_Pass &lt;Score&gt;</b> to the</li> </ol>

If	Then
	<p><b>Servicing\Controls Department\Quality Assurance and Audits\QA_&lt;Senior QAA name&gt;\QA.</b></p> <p><b>Example:</b> John Doe email 2 07082020_Pass 95</p> <p>2. Send an email with the scorecard to the CES and copy their manager and team lead.</p>
The CES scores a fail	<p>1. Save the file as <b>&lt;Agent name&gt; email &lt;review number&gt; &lt;Date of email conversation&gt;_Fail &lt;Score&gt;</b> to the <b>Servicing\Controls Department\Quality Assurance and Audits\QA_&lt;Senior QAA name&gt;\QA.</b></p> <p><b>Example:</b> John Doe email 2 07082020_Fail 0</p> <p>2. Send an email with the scorecard to the CES and copy their manager and team lead.</p>

## Dispute

To dispute a **Customer Experience Quality Email Form** score, a CES and the Senior QAA follow the steps below after listening to the call or reviewing the chat or email transcript:

1. The CES sends an email to their team lead and the Senior QAA with the dispute reason.
2. The Senior QAA and the CES' team lead discuss the dispute.
3. The Senior QAA follows the steps below based on the decision:

If	Then	
The dispute is valid	Update the score on the appropriate <b>Customer Experience Quality Email Form</b> .	
The dispute is invalid	Send an email to the CES' manager to discuss further.	
	If	Then
	The manager agrees with score	Send an email to the CES to notify the score is accurate.
	The manager disagrees with score	<ol style="list-style-type: none"> <li>1. Update the score on the appropriate <b>Customer Experience Quality Form</b>.</li> <li>2. Send an email to the CES advising of the score change.</li> </ol>