PROJECT: Money

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5.1 Greeting & Purpose of call  1. Once you selected option '9' on the IVR, ("To speak to a call centre agent, press 9"), how long did it take for you to speak to a PBA?  INT: Specify duration in the space provided ("Interview of the automated voice service 2. Were you called back by a PBA?  INT: Answer this question only if you selected the 'Call back' option via the automated voice service 2. Were you called back by a PBA?  If 'no', specify any additional comments here: "Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions."  In 'NA  NA  NA  NA  No  No  If 'no', specify any additional comments here: "Note to interviewers: This is not a mandatory field. Please fill in many additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions."  NA  No  No  No  If 'no', specify any additional comments here: "Note to interviewers. This is not a mandatory field. Please fill in many additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions."  NA  No  No  No  If 'no', specify any additional comments here: "Note to interviewers. This is not a mandatory field. Please fill in way additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions."  NA  No  No  No  No  If 'no', specify any additional comments here: "Note to interviewers." This is not a mandatory field. Please fill in way additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  NA  NA  NA  NA  NA  NA  NA  NA  NA  N	A Appraisal of IVR system:   1. How would you rate the IVR system in terms of face of navigation & user-friendliness?   1   2	C. <i>A</i>	Appraisal of Interactive Voice Response (IVR)			<u>(IVR)</u>	تقييم نظام الاستجابة الصوتية التفاعلية	<u>ت.</u>
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Ves, the INR was very easy to use	Ves, the instructions were not clear at all	1	Yes, the IVR was <u>quite/reasonably easy to use</u>		]	حد ما/بشكل مقبول		1
2. How would you rate the IVR system in terms of clarity of instructions?  2. No, the instructions?  3. No, the instructions were not clear at all	2. How would you rate the IVR system in terms of clarity of instructions?  2. No, the instructions were not clear at all	2	Yes, the IVR was <u>easy to use</u>	×	1	بل الاستخدام	نعم، كان نظام الاستجابة الصوتية التفاعلية سي	2
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9"), how long did it take for you to speak to a PBA?  INT: Specify duration in the space provided  INT: Specify duration in the space provided  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  2. Were you called back by a PBA?  3 Yes  O No  If 'no', specify any additional comments here: "Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  N/A  3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?  No  If 'no', specify any additional comments here: "Note to interviewers: this is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  N/A  3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?  O No  If 'no', specify any additional comments here:    Wes	(المنطق الإلام) المنطق التراك الإلام) المنطق التراك الإلام) المنطق التراك المنطق التراك الإلام) المنطق المنطق التراك الإلام) المنطق التراك الإلام) المنطق التراك المنطق التراك الإلام) المنطق التراك الإلام المنطق التراك الإلام) المنطق التراك الإلام الإلام التراك الإلام الترك الإلام التراك الترك التراك التراك التراك الترا		///The second the second second second second			-		
INT: Specify duration in the space provided minutes)  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  2. Were you called back by a PBA?  3 Yes  O No  If 'no', specify any additional comments here: *Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  N/A  3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?  No  Yes  No  If 'no', specify any additional comments here: *Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  N/A  No  If 'no', specify any additional comments here: 'Note to interviewer's and the plank wish you, 'Good morning/ afternoon/ evening'?  No  If 'no', specify any additional comments here: 'Note to interviewer's and the plank wish you, 'Good morning/ afternoon/ evening'?  If 'no', specify any additional comments here: 'Note to interviewer's and the plank greet you in the same language you selected through the IVR system?  Yes  Intiable a care in interview in the same language you selected through the IVR system?  No  Yes  No  No  No  If 'no', specify any additional comments here: 'Note to interviewer's and the plank and t	INT: Specify duration in the space provided minutes)  INT: Specify duration in the space provided minutes)  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question only if you selected the 'Call back' option via the automated voice service  INT: Answer this question via the same language you selected through the IVR system?  INT: Answer this option for all future questions.  INT: Answer this question via the same language you selected through the IVR system?  INT: Answer this question via the same language you selected through the IVR system?  INT: Answer this question via the same language you selected through the IVR system?  INT: Answer this question.  INT: Answer this did not active the intensity of the same language you selected through the IVR system?  INT: Answer this did not active the intensity of the same language you selected through the IVR system?  INT: Answer this did not active the intensity of the same language you selected through the IVR system?  INT: Answer this did not active the same language you selected thr		9"), how long did it take for you to speak		_	(حدد الثواني أو		
INT: Answer this question only if you selected the 'Call back' option via the automated voice service  2. Were you called back by a PBA?  3 Yes  O No  If 'no', specify any additional comments here: "Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  NO  No  No  No  No  No  No  No  Did the PBA greet you in the same language you selected through the IVR system?  No  Did the PBA greet you in the same language you selected through the IVR system?  No  No  No  No  No  Did the PBA greet you in the same language you selected through the IVR system?  No  No  No  No  No  Did the PBA greet you in the same language you selected through the IVR system?  No  No  No  No  No  No  No  No  No  N	INT: Answer this question only if you selected the 'Call back' option via the automated voice service       الاتصال "عر خدمة الصوت الألي):       2         2. Were you called back by a PBA?       \$\frac{1}{2}\text{PBA} \text{ if inot, specify any additional comments here: *Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.       \$\frac{1}{2}\text{ Visidates} \text{ and it in the interviewers: This is inot a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.       \$\frac{1}{2}\text{ Visidates} \text{ and it in the interviewers: This is inot a mandatory field. PBA wish you, 'Good morning/ afternoon/ evening'?       \$\frac{1}{2}\text{ Visidates} \text{ and it in the interviewers: This is only a mandatory field. PBA wish you, 'Good morning/ afternoon/ evening'?       \$\frac{1}{2}\text{ Visidates} \text{ in the interviewers: This is not a mandatory field. PBA wish you, 'Good morning/ afternoon/ evening'?       \$\frac{1}{2}\text{ Visidates} \text{ in the interviewers: This is not a mandatory field. PBA wish you, 'Good morning/ afternoon/ evening'?       \$\frac{1}{2}\text{ Visidates} \text{ in the interviewers: This is not a mandatory field. PBA wish you, 'Good morning/ afternoon/ evening'?       \$\frac{1}{2}\text{ Visidates} \text{ in the interviewers: This is not a mandatory field. PBA wish you, 'Good morning/ afternoon/ evening'?       \$\frac{1}{2}\text{ Visidates} \text{ in the interviewers: This is not a mandatory field. PBA wish you, 'Good morning/ afternoon/ evening'?       \$\frac{1}{2}\text{ Visidates}  in the interviewers: This is not a mandatory field. PBA wish you, 'Good morning/ afternoon/ evening'?		to a PBA?	<u>) [</u>		(595)	1	
option via the automated voice service       الاتصال" عبر خدمة الصوت الألمي):         2. Were you called back by a PBA?       \$PBA ( )	option via the automated voice service  2. Were you called back by a PBA?  3 Yes  O No  If 'no', specify any additional comments here: *Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  N/A  3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?  3 Yes  O No  If 'no', specify any additional comments here: *Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  3 N/A  3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?  3 Yes  O No  If 'no', specify any additional comments here:  Lia '''.' act to be additional fix in the PBA greet you in the same language you selected through the IVR system?  A Use  O No  No  No  O No	INT:	Specify duration in the space provided minutes	<b>(</b> )		(قاتات)	(حد الوقت في المساحة المعطاة)	باحث: (
2. Were you called back by a PBA?       \$\text{PBA}\$ \ production of the pack o	No	INT:	Answer this question only if you selected the 'Call back'		<del>-</del>	تمال "معاودة		
Yes	3       Yes       ا نعم       ا نعم       ا نعم       ا كلا الله الله الله الله الله الله الله	opti					1.2	
0 No       کل       کا       0       کل       کل       0       کل       کل <td>No       No       <t< td=""><td></td><td>Were you called back by a PBA?</td><td>+</td><td>_</td><td></td><td>· · ·</td><td></td></t<></td>	No       No <t< td=""><td></td><td>Were you called back by a PBA?</td><td>+</td><td>_</td><td></td><td>· · ·</td><td></td></t<>		Were you called back by a PBA?	+	_		· · ·	
If 'no', specify any additional comments here: *Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.       الذا "كلا"، حدد المحققات الإضافية هذا: *ملحظة البلحثين: إن الصلة ولا أثرك الإجلبة فلز غة. هذا ينطبق على كل الخيارات المتعلقة بالإجابات التثليث.       الله المعالى الإناميل والإأثراث المعالى الإناميل الإناميل والإأثراث الصلة على كل الخيارات المعالى ال	If 'no', specify any additional comments here: *Note to interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.		Yes	[			r	
interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.    N/A	interviewers: This is not a mandatory field. Please fill in any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.    N/A	0		[	<u>N</u>			0
any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.  3 N/A  3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?  3 Yes  4. Did the PBA greet you in the same language you selected through the IVR system?  3 Yes  4. Did the PBA greet you in the same language you selected through the IVR system?  3 Yes  4. Did the PBA greet you in the same language you selected through the IVR system?  3 Yes	any additional observations, if relevant. Otherwise, leave blank. This applies to this option for all future questions.    N/A					نظه للباحتين: إن	ا اذا "كلا"، حدد اي تعليقات اضافيه هنا: "ملاه	
blank. This applies to this option for all future questions.       الخيارات المتعلقة بالإجابات التالية.         3       N/A         3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?       الخير/نهارك         3       Yes         4. Did the PBA greet you in the same language you selected through the IVR system?       الموتية التفاعلية'!         3       Yes	blank. This applies to this option for all future questions.       الخيارات المتطقة بالإجابات التالية.         3       N/A							
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3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?  3 Yes  O No  If 'no', specify any additional comments here:  Li "كلا"، حدد اي تعليقات اضافية هنا:  4. Did the PBA greet you in the same language you selected through the IVR system?  3 Yes  No  Li "Yes  Did the PBA greet you in the same language you selected through the IVR system?  A Yes	3. On picking up your call, did the PBA wish you, 'Good morning/ afternoon/ evening'?  3. Yes  O No  If 'no', specify any additional comments here:  4. Did the PBA greet you in the same language you selected through the IVR system?  A Use  O No					-		
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3       Yes       العام الاستجابة       العام الاستجابة       الفات التفاعلية؟       الفات التفاعلية؟       العام الاستجابة	No     If 'no', specify any additional comments here:      Did the PBA greet you in the same language you selected through the IVR system?      Yes     No	3.				باح الخير/نهارك	- ,	
0 No الله الله الله الله الله الله الله الله	No الأ 'no', specify any additional comments here:   الأ 'no', specify any additional comments here: الذا "كلا"، حدد اي تعليقات اضافية هنا:   4. Did the PBA greet you in the same language you selected through the IVR system? الصوتية التفاعلية؟   3 Yes Image: Yes   0 No	3	T T T T T T T T T T T T T T T T T T T	+,	ΖI			
If 'no', specify any additional comments here:       الذا "كلا"، حدد اي تعليقات اضافية هنا:         4. Did the PBA greet you in the same language you selected through the IVR system?       الصوتية التفاعلية؟         3       Yes	No         If 'no', specify any additional comments here:       الأ "كلا"، حدد اي تعليقات اضافية هنا:         4. Did the PBA greet you in the same language you selected through the IVR system?       الصوتية التفاعلية؟         3       Yes         0       No			1			·	
4. Did the PBA greet you in the same language you selected through the IVR system?  3 Yes	4. Did the PBA greet you in the same language you selected through the IVR system?  3 Yes  No  No			+	<u> </u>			
selected through the IVR system?  3 Yes	selected through the IVR system?         3       Yes       ☑       3         0       No       ☑       3		in no , specify any additional comments nere.					
3 Yes ☑        3 3	3     Yes     ☑     3       0     No     ☐     3	4.	_ · · · · · · · · · · · · · · · · · · ·			نظام الاستجابة		
0 No D	NO L	3			X		نعم	3
	اذًا "كلا"، <u>حدد اى تعليقات اضافية هنا:</u> If 'no', specify any additional comments here:	0	No				-	0
اذًا "كلا"، <u>حدد اي تعليقات اضافية هنا</u> : If 'no', specify any additional comments here:			If 'no', specify any additional comments here:				اذا "كلا"، حدد اي تعليقات اضافية هنا:	

D.	Greeting		حيب	ث. التر
5.1	Greeting & Purpose of call		ترحيب والمغرض من الاتصال	희 5.1
5.	Rate the PBA's greeting on his/her level of courteousness:		ترحيب ال PBAوفقا لمستوى اللباقة لديه(١):	5. قَيَم
0	No, the PBA was not at all courteous		كلا، لم يكن ال PBA لبق على الاطلاق	0
1	Yes, the PBA was quite/reasonably courteous	X	نعم، كان ال PBA ليق الى حد ما / بشكل مقبول	1
2	Yes, the PBA was courteous		نعم، كان ال PBA ليق	2
3	Yes, the PBA was very courteous		نعم، كان ال PBA لبق جداً	3
	Rate the PBA's greeting on his/her clarity & pace of speech:		ترحيب ال PBA وفقاً لوضوح كلامه ووتيرته(ا):	6. قيّم
0	No, the PBA did not speak clearly & steadily		كلا، لم يتكلم ال PBA بوضوح وإعتدال	0
1	Yes, the PBA spoke quite clearly & steadily	X	نعم، يتكلم ال PBAالى حد ما / بشكل مقبول بوضوح وإعتدال	. 1
2 .	Yes, the PBA spoke clearly & steadily		نعم، تكلم ال PBAبوضوح وإعتدال	2
3	Yes, the PBA spoke very clearly & steadily		نعم، تكلم ال PBAبشكل واضح جدا وإعتدال	3
7.	Did the PBA introduce himself/herself by name?		، عرف ال BPA عن نفسه(۱) بالاسم؟	7. هل
3	Yes	X	نعم	3
0	No		2K	0
	If 'no', specify any additional comments here:		اذا "كلا"، حدد اي تعليقات اضافية هنا:	
	Did the PBA then enquire after the purpose of your call?		ي قام ال BPA من بعد ذلك بالاستفسار عن غرض اتصالك؟	8. هل
3	Yes	Ø	نعم	3
0	No		<b>ک</b> لا	0
	If 'no', specify any additional comments here:		اذا "كلا"، حدد اي تعليقات اضافية هنا:	
	<answer if="" is<="" mystery="" only="" question="" shopper="" td="" the="" this=""><td></td><td>جاوب على هذا السؤال فقط في حال كان المتسوق السري يتصل</td><td>باحث: (</td></answer>		جاوب على هذا السؤال فقط في حال كان المتسوق السري يتصل	باحث: (
9.	ng as an existing customer> Did PBA ask for customer details for the purpose of		<u>حقيقي)</u> ، سال ال PBAعن التفاصيل المرتبطة بالزبون بغرض التاكد؟	<b>کزبون د</b> 9. هل
3	verification?			3
0	Yes	片	نعم	0
	No		2K	<u> </u>
<u>NA</u>	Not Applicable (N/A)	<u>N</u>	لا ينطبق	<u>ه</u> ينطبق
	Did the PBA proceed to listen to (or probe for) the customer's query/grievance/complaint?		، تابع ال PBA الاستماع (او الاستفسار عن) الى تساؤل/ تظلم/ وى الزبون؟	
0	No, the PBA did not do this at all		كلا، لم يفعل ذلك ال PBA على الإطلاق	0
1	Yes, the PBA did this to some extent	X	نعم، لقد فعل ذلك ال PBA الى حد ما	1
2	Yes, the PBA did this		نعم، لقد فعل ذلك ال PBA	2
3	Yes, the PBA did this a lot		نعم، لقد فعل ذلك ال PBA تماماً	3
E.	Soft Skills & Telephony Skills		مهارات الشخصية ومهارات الاتصالات الهاتفية	ج. اله
	Hold Procedure		اجراءات الانتظار	
	Did the PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold?		لل سالك ال PBA "هل يمكنني ان اتركك تنتظر قليلاً، في حين اكون د حصلت على المعلومات المطلوبة؟" قبل وضعك في حالة الانتظار؟	
3	Yes		نعم	3

E.	Soft Skills & Telephony Skills		هارات الشخصية ومهارات الاتصالات الهاتفية	ج. الم
0	No		کلا	0
	If 'no', specify any additional comments here:		اذا "كلا"، حدد اي تعليقات اضافية هنا:	
<u>NA</u>	Not Applicable (N/A)	☒	لا ينطبق	<u>لا</u> ينطبق
2.	Did the PBA speak with anybody else prior to placing you on hold?		ل تكلم ال PBA مع شخص آخر قبل وضعك في حالة الانتظار؟	2. ها
0	Yes		نعم	0
3	No		צג	3
	If 'no', specify any additional comments here:		اذا "كلا"، حدد اى تعليقات اضافية هنا:	
<u>NA</u>	Not Applicable (N/A)	☒	لا ينطيق	<u>لا</u> ينطبق
3.	INT: Answer this question only if the PBA kept you on hold for over 60 seconds Did the PBA inform you that he/she needs more time and apologize for the same?		(جاوب على هذا السؤال فقط في حال تركك ال PBAتنتظر اكثر من 60 ثانية) را علمك ال PBA انه يريد/تريد المزيد من الوقت واعتذر عن ذلك مر؟	3. هل الا
3	Yes		نعم	3
0	No .		2K	0
	If 'no', specify any additional comments here:		اذا "كلا"، حدد اي تعليقات اضافية هنا:	
<u>NA</u>	Not Applicable (N/A)		لا ينطبق	<u>لا</u> ينطبق
6.2	PBA Attributes		ت ال PBA	6.2 سما
	Select 'yes' or 'no' based on whether the PBA fulfilled each of these attributes:		ر "نعم" او "كلا" في حال تطابق ال PBA مع كل من هذه السمات:	1. اختر
1)	Active listening skills:		ت الاستماع النشيط	<u>1. مهارا</u>
Ó	No, the PBA did not have this attribute at all		كلا، لم يفعل ذلك ال PBA على الاطلاق	0
1	Yes, the PBA had this attribute to some extent		نعم، <u>لقد فعل ذلك</u> ال PBAا <u>الي حد ما</u>	1
2	Yes, the PBA <u>had this attribute</u>		نعم، <u>لقد فعل ذلك</u> ال PBA	2
3	Yes, the PBA <u>had this attribute a great deal</u>		نعم، <u>لقد فعل ذلك</u> ال PBA <u>تماماً</u>	3
2)	Effective questioning skills:		ت الاستجواب الفعال	2. مهارا
0	No, the PBA did not have this attribute at all		كلا، لم يفعل ذلك ال PBA على الاطلاق	0
1	Yes, the PBA had this attribute to some extent		نعم، لقد فعل ذلك ال PBA الى حد ما	1
2	Yes, the PBA had this attribute	$\square$	نعم، لقد فعل ذلك ال PBA	2
3	Yes, the PBA had this attribute a great deal		نعم، لقد فعل ذلك ال PBAتماماً	3
3)	<u>Confident:</u>			3. واثق
0	No, the PBA did not have this attribute at all		كلا، لم يفعل ذلك ال PBA على الاطلاق	0
1	Yes, the PBA had this attribute to some extent		نعم، لقد فعل ذلك ال PBA الى حد ما	1
2	Yes, the PBA had this attribute	Ø	نعم، لقد فعل ذلك ال PBA	2
3	Yes, the PBA had this attribute a great deal		نعم، لقد فعل ذلك ال PBAتماماً	3
4)	Professional:		<u>ف</u>	<u>4. محتر</u>
0	No, the PBA did not have this attribute at all		كلا، لم يفعل ذلك ال PBA على الاطلاق	0
1	Yes, the PBA had this attribute to some extent		نعم، لقد فعل ذلك ال PBA الى حد ما	1
2	Yes the PRA had this attribute	X	نعم، لقد فعل ذلك ال PBA	2

E.	Soft Skills & Tel	lephon	y Skil	ls					فية	ت الهات	تصالان	هارات الشخصية ومهارات الا	ج. الم
3	Yes, the PBA had thi	s attrib	ute a	great o	<u>deal</u>							نعم، لقد فعل ذلك ال PBA تماماً	3
5)	Friendly:											:	<u>5. ودود</u>
0	No, the PBA did not	have t	his att	ribute	at all						طلاق	كلا، لم يفعل ذلك ال PBA على الا	0
1	Yes, the PBA had thi	s attrib	ute to	some	exten	t					ما	نعم، لقد فعل ذلك ال PBA الى حد	1
2	Yes, the PBA had thi	s attrib	ute				$\boxtimes$					نعم، لقد فعل ذلك ال PBA	2
3	Yes, the PBA had thi	s attrib	ute a	great d	<u>ieal</u>							نعم، لقد فعل ذلك ال PBA تماماً	3
6)	Used simple langua	ige & p	hrase	: <u>S:</u>							<u></u>	مل كلمات وجمل بسيطة	6. استع
0	No, the PBA did not	do this	at all								طلاق	كلا، لم يفعل ذلك ال PBA على الا	0
1	Yes, the PBA did this	s to son	ne ext	ent							ما	نعم، لقد فعل ذلك ال PBA الى حد	1
2	Yes, the PBA did this	S					X					نعم، لقد فعل ذلك ال PBA	2
3	Yes, the PBA did this	s a lot										نعم، لقد فعل ذلك ال PBA تماما	3
7)	Overall, maintained	a pos	itive,	friend	ly &			•	حماسب	و دی و	ي اداء	ظ على إداء ايجابي بشكل عام، أر	7 بحاف
	enthusiastic attitud	<u>e:</u>						<u>-</u>		<del>, , ,</del>			
0	No, the PBA did not	do this	at all	<u>.</u>							طلاق ــــــــــــــــــــــــــــــــــــ	كلا، لم يفعل ذلك ال PBA على الا	0
1	Yes, the PBA did this	s to son	ne ext	ent							ما	نعم، لقد فعل ذلك ال PBA الى حد	1
2	Yes, the PBA did this	5					×					نعم، لقد فعل ذلك ال PBA	2
3	Yes, the PBA did this	a lot							,			نعم، لقد فعل ذلك ال PBA تماماً	3
							· · · · · · · · · · · · · · · · · · ·						
8)	Used positive langu	age:					-					مل لغة ايجابية	
0	No, the PBA did not	do this	at all									كلا، لم يفعل ذلك ال PBA على الا	0
1	Yes, the PBA did this	to son	ne ext	ent							ما	نعم، لقد فعل ذلك ال PBA الى حد	1
2	Yes, the PBA did this	5					Ø					نعم، لقد فعل ذلك ال PBA	2
3	Yes, the PBA did this	a lot										نعم، لقد فعل ذلك ال PBA تماماً	3
9)	Overall, Was 'Custo	<u>mer Fr</u>	iendly	<u>/':</u>								ي عام، كان ودوداً مع الزبون:	<u>و. بشکا</u>
0	No, the PBA did not	do this	at all								طلاق	كلا، لم يفعل ذلك ال PBA على الا	0
1	Yes, the PBA did this	to son	ne ext	ent							ما	نعم، لقد فعل ذلك ال PBA الى حد	1
2	Yes, the PBA did this	5										نعم، لقد فعل ذلك ال PBA	2
3	Yes, the PBA did this	a lot										نعم، لقد فعل ذلك ال PBA تماماً	3
	0 11 11 004	2		ונה		p		<u> </u>			15		
	Overall, rate the PBA on:	, Poc	Poor	Average	Cood	Ö	计计计	洁	متوسط	ضع <u>ية</u> ضعية	C.	كل عام، قيم ال PBA فيما يخص:	1. بشا
A)	Greeting:	Very Poor	A A	A	Ğ	Very Good	1:5	שיו	Ιξ,	18.	ضعیف جدا	الترحيب:	1
	INT: Circle a number from 1-5 for each	1	2	<u>3</u>	4	5	<u>5</u>	4	3	2	1	ضع دائرة على الرقم المناسب لى 5 لكل صفة، وفقا لتطابقها	ا باحت: ا من 1 الم
	attribute, as relevant	ā				Ď		$\dot{\boxtimes}$	<u>3</u>	2			
-	Extent of Customer	1	<u>2</u>	3	4	<u>5</u>	5	_==	3	<u>2</u>	1	ى الإهتمام بالزبون والودية:	ب) مد:
	Focus & Friendliness:				<u>4</u> □			<u>4</u>					
	Soft Skills &	<u>1</u>	2	<u>3</u>	4	<u>5</u>	<u>5</u>	4	<u>3</u>	2	1	هارات الخفيفة ومهارات	
	Telephony Skills					$  \square  $						على الهاتف	التكلم د

A)Ap b) Ge servi	swer this segment if: plication for a new product/service: eneral enquiry relating to a specific product, ce and/or facility: her purpose of call		م الاجابة على هذا الجزء في حال كان "III- هدف الاتصال" - طلب منتج او خدمة جديدة - استفسار عام متعلق بمنتج او خدمة او تسهيل معين. - غرض أخر من المكالمة	1 2
	nformation provided, Product Knowledge & s Selling		معلومات المقدمة، المعرفة عن المنتج وال بيع الاضافي	기 7.1
w e	BA provided sufficient detail to the customer, with a clear explanation of the requirements/ ligibility criteria/ documentation needed for this particular product/service.		. اعطى الPBA معلومات كافية للزبون، مع شرح واضح عن تطلبات / المعابير المؤهلة / المستندات اللازمة لهذا المنتج/الخدمة ديداً.	الم
0	No, the PBA did <u>not do this at all</u>		كلا، لم يفعل ال PBAناك على الاطلاق	0
1	Yes, the PBA did this to some extent		نعم، لقد فعل ال PBA ذلك الى حد ما	1
2	Yes, the PBA did this	X	نعم، لقد فعل ال PBAنلك	2
3	Yes, the PBA <u>did this a great deal</u>		نعم، لقد فعل ال PBAذلك بشكل كبير	3
1	BA provided a clear and thorough explanation of he steps that shall follow in terms of:		د قدم ال PBAشرح واضع وشامل عن الخطوات التي يجب ان ع من حيث:	
<u>1) P</u>	rocess:		العملية:	<u>1) سىر</u>
0	No, the PBA did <u>not do this at all</u>		كلا، لم يفعل ال PBAذلك على الاطلاق	0
1	Yes, the PBA did this to some extent		نعم، لقد فعل ال PBA ذلك الى حد ما	1
2	Yes, the PBA did this	X	نعم، لقد فعل ال PBAذلك	2
3	Yes, the PBA <u>did this a great deal</u>		نعم، لقد فعل ال PBAذلك بشكل كبير	3
2) <u>T</u>	ime taken:	.,	ت المستغرق:	<u>2) الوة</u>
0	No, the PBA did <u>not do this at all</u>		كلا، لم يفعل ال PBAذلك على الاطلاق	0
1	Yes, the PBA did this to some extent		نعم، لقد فعل ال PBA ذلك الى حد ما	1
2	Yes, the PBA did this	凶	نعم، لقد فعل ال PBAذلك	2
3	Yes, the PBA <u>did this a great deal</u>		نعم، لقد فعل ال PBAذلك بشكل كبير	3
3) R	Requirements (such as documentation):		ليات (مثل المستندات):	3) متط
0	No, the PBA did not do this at all		كلا، لم يفعل ال PBAذلك على الاطلاق	0
1	Yes, the PBA did this to some extent		نعم، لقد فعل ال PBA ذلك الى حد ما	1
2	Yes, the PBA did this	X	نعم، لقد فعل ال PBAذلك	2
3	Yes, the PBA <u>did this a great deal</u>		نعم، لقد فعل ال PBAذلك بشكل كبير	3
i	The PBA was able to clarify any questions the customer had:		كان PBAقادر على توضيح اي من الاسئلة التي طرحها الزبون:	3. لقد
0	No, the PBA was <u>unable to do this</u>		كلا، لم يستطع ال PBAفعل ذلك	0
1	Yes, the PBA was somewhat able to do this		نعم، لقد استطاع الPBA فعل ذلك الى حد ما	1
2	Yes, the PBA <u>was able to do this</u>		نعم، لقداستطاع ال PBAفعل ذلك	2
3	Yes, the PBA <u>was very able to do this</u>	Ø	نعم، لقد استطاع ال PBAفعل ذلك بشكل كبير	3
N/A	Not applicable (Interviewers: Choose this option only if no		لا ينطبق (الباحثون: إختر هذا الخيار فقط في حال لم يتم طرح الأسنلة)	<u>لا</u> بنطبق

	questions were posed)			
t.	The PBA was able to explain the points of differentiation and comparative advantage of the product/service (Versus offerings of local competing banks):		د استطاع ال PBAان يشرح الصفات التي تميز وتفضل المنتج/ عدمة (مقابل العروض التي تقدمها البنوك المحلية المنافسة):	
0	No, the PBA was <u>unable to do this</u>		كلا، لم يستطع ال PBAفعل ذلك	0
1	Yes, the PBA was somewhat able to do this		نعم، لقد استطاع ال PBAفعل ذلك الى حد ما	1
2	Yes, the PBA was able to do this	X	نعم، لقداستطاع ال PBAفعل ذلك	2
3	Yes, the PBA was very able to do this		نعم، لقد استطاع ال PBAفعل ذلك بشكل كبير	3
<u>N/A</u>	Not applicable (Interviewers: Choose this option only if asking about a specific product/service.		لا ينطبق (الباحثون: إختر هذا الخيار فقط في حال سال عن منتج/خدمة معينة)	لا ينطبق
5. F	Please rate the PBA on each of these attributes:	·	باءً ، قيم ال PBA وفقًا لكل سمة من هذه السمات:	5. ر⊾
-	ffort to fulfill the purpose for which the call vas made:		الجهد لتحقيق الغرض من وراء الاتصال:	<u>1) بذل</u>
0	No, the PBA <u>did not make this effort/possess</u> <u>this attribute</u> at all		كلا، لم يقم ال PBA بهذا الجهد / لا يمتلك هذه السمة على الإطلاق	0
1	Yes, the PBA made this effort/possessed this attribute to some extent	×	نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة الي حد ما	1
2	Yes, the PBA <u>made this effort/possessed this</u> <u>attribute</u>		نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة	2
3	Yes, the PBA <u>made this effort/possessed this</u> <u>attribute a great deal</u>		نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة بشكل كبير	3
2) <u>E</u>	xtent of product/service knowledge:		، المعرفة بالمنتج / الخدمة:	2) مدو
0	No, the PBA <u>did not make this effort/possess</u> <u>this attribute</u> at all		كلا، لم يقم ال PBA بهذا الجهد / لا يمتلك هذه السمة على الإطلاق	0
1	Yes, the PBA made this effort/possessed this attribute to some extent	×	نعم، لقد قام ال PBA بهذا الجهد / هو يمتلك هذه السمة الى حد ما	1
2	Yes, the PBA <u>made this effort/possessed this</u> attribute		نعم، نقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة	2
3	Yes, the PBA <u>made this effort/possessed this</u> <u>attribute a great deal</u>		نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة بشكل كبير	3
3) <u>C</u>	Cross-Selling effort/attempt made:		هد المبذول او المحاولة المبذولة من اجل البيع الاضافي:	3) الجر
0	No, the PBA <u>did not make this effort/possess</u> this attribute at all		كلا، لم يقم ال PBA بهذا الجهد / لا يمتلك هذه السمة على الإطلاق	0
1	Yes, the PBA made this effort/possessed this attribute to some extent		نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة الى حد ما	1
2	Yes, the PBA made this effort/possessed this attribute	Ø	نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة	2
3	Yes, the PBA <u>made this effort/possessed this</u> attribute a great deal		نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة بشكل كبير	3
<u>N/A</u>	Not Applicable (Interviewers: tick this option only if cross selling was not possible due to the nature of your inquiry)		لا ينطبق (الباحثون: قم بوضع علامة على هذا الإحتمال فقط في حال لم يكن ال cross selling ممكنا بسبب طبيعة سؤالك)	<u>لا</u> ينطبق
	Provision of adequate explanation in esponse to questions posed		م الشرح الوافى ردا على الأسنلة المطروحة	4) تقدی
0	No, the PBA <u>did not make this effort/possess</u> <u>this attribute</u> at all		كلا، لم يقم ال PBA بهذا الجهد / لا يمتلك هذه السمة على الإطلاق	0

+							+						+
1	Yes, the PBA made t		ort/pos	ssesse	d this			حد ما	مة ا <del>لى .</del>	هذه الس	و يمتلك	نعم، لقد قام ال PBAبهذا الجهد / ه	1
2	Yes, the PBA made t	his effo	ort/pos	ssesse	d this		×		سمة	ك هذه ال	هو يمتلا	نعم، لقد قام ال PBAبهذا الجهد /	2
3	Yes, the PBA <u>made t</u> attribute a great dea		ort/pos	ssesse	d this			<u>کل</u>	سمة بث	ك هذه ال	هو يمتلا	نعم، لقد قام ال PBAبهذا الجهد / كبير	3
N/A	Not Applicable (Interviewers: tick the		on only	y if no	furthe	<u>er</u>		ل لم	ط فی حا	خيار فق	ى هذا ال	لا ينطبق (الباحثون: ضع علامة عا يكن هناك طرح أسئلة إضافية)	<u>لا</u> ينطبق
<u>A)</u>	Overall, rate the PBA on: Product knowledge & information/assistanc e provided: INT: Circle a number from 1-5 for each	☐ Very Poor	2	] Iw Average	<u>poo5</u>	Is Very Good	ا5 جيد جداً	# 4 X	ا اه متوسط	<u>                                   </u>	منعیف جداً	كل عام، قيم ال PBA فيما يتعلق المعرفة بالمنتجات/المعلومات المتحلقة بها والمساعدة التي يقدمها:  (ضع دانرة على الرقم المناسب ي 5 لكل صفة ، وفقا لتطابقها	_ <u>ب</u> ا) باحث:
	attribute, as relevant Cross Selling:	1	<u>2</u>	<u>3</u>	4	5	<u>5</u>	4	3	<u>2</u>		:Cross Selling (	
8.1	nswer this segment if express customer Cor Complaints & Griev	nplaint ances	s/Grie	vances	s:							ى حد ما للCross Selling) جيب على هذا الجزء إذا "الغره ب بشكاوي/ تظلمات الزبانن الشكاوى والتظلمات أظهر ال PBA مهارات الاستماع ا	خ. أ. خاص
3	customer was relaying Yes		_									شكواه/ا :   نعم   كلا	. –
	No If 'no', specify any additio	nal com	ments h	nere:							هنا:	در اذا "كلا"، حدد اي تعليقات اضافية	
	PBA made a concerted complaint/grievance:	effort	to und	derstar	nd the					للم	كوى/التخ	لقد قام ال PBA بجهد كافي لفهم الشَّدَ	.2
3	Yes No											نعم کلا	3
	If 'no', specify any additio	nal com	ments h	nere:	_		,				: هنا	اذا "كلا"، حدد اي تعليقات اضافية	
	The PBA clearly explai the customer: <select either="" fo<="" no="" or="" td="" yes=""><td></td><td></td><td></td><td></td><td>j to</td><td></td><td>کیز</td><td>، تمّ التر</td><td></td><td></td><td>لقد شرح ال PBA بوضوح كل من ا : (اختر احدى الحالتين نعم او كملا لكا )</td><td></td></select>					j to		کیز	، تمّ التر			لقد شرح ال PBA بوضوح كل من ا : (اختر احدى الحالتين نعم او كملا لكا )	
	Complaint Resolution											عملية حل/معالجة الشكوى	
ļ	Yes											نعم	3
	No If 'no', specify any additio	nal com	ments l	nere:							هنا:	کلا اذا "کلا"، حدد ای تعلیقات اضافیهٔ	0
2)	Time taken for reso	lution			<u></u>						کو <i>ي</i>	ا وقت المستغرق لحل / معالجة الش	기 (2
	Voe						一十						3

0	No												ZK	0
	If 'no', specify any addition	nal com	ments l	nere:							ية هنا:	ت اضاف	اذا "كلا"، حدد اي تعليقاه	
	The DDA personed ad	0011010		امطعم	- 									
4.	The PBA possessed ad- complaint resolution p			ieage	or the				لشكوى:	معالجة ا	لية حل/ه	رفة لعما	قد كان ال PBA يمتلك المع	.4
0	No, the PBA did not po	•		owled	<u>ge</u>						ā	ي معرفا	كلا، لا يمتلك ال PBA:	0
1	Yes, the PBA possesses											فة قليلة	نعم، يمتلك ال PBAمعرا	1
2	Yes, the PBA possesse											فة	نعم، يمتلك ال PBA معر	2
3	Yes, the PBA possesses				owled	ge				<u> </u>	المعرق	 کبیر مز	نعم، يمتلك ال PBA <u>قدر</u>	3
5.	Please rate the PBA on							ى 5:	من 1 الم	ِ معيار ،	الية على	مات الد	ِجاءً، قيم ال PBA وفقاً للس	.5
	scale of 1-5:							ية وفقا	ات التاا	ن الصق	، صفة ،	1-5 لكز	(ضع دانرة حول رقم من	
INT	: Circle a number from 1-5 f		attribu	te, as r	elevant	77!	+	<del></del>	<del></del>				(4	لتطابق
		Very Poor	5	age	po	Very Good	1.5	1.1-		-   [	<b>F</b> .	<u>.</u> t	•	
		ery	Poor	Average	Cood	ery (	计块块	炜	معق معق	•		ضعيف جد		
	*****	>		,		>	1					15.		
1)	Overall customer experience for	1	2	3	4	5	5	4	3		2	1	ة الموظف في معالجة	
	complaint resolution:									] [	]		ل العملاء	شكاوي
2)	Extent of PBA	1	2	3	4	5	5	4	3		2	1	ى معرفة ال PBA ب	2) مد
	knowledge on resolution process:							I│□		]   [	╗╽		المعالجة:	٠ .
3)	Effort made to provide	1	2	3	4	5	5	4	3		2	1	يهد المبذول لاعطاء	11 (2
	full & additional	n	$\bar{\Box}$	$\prod$	$\dot{\Box}$	$\Pi$	١ř	ı∣≓	ı∣r	ן ר	<u>-</u>	$\hat{\Box}$	نهد المبدول لا عضاء ات اضافية وشاملة	`
	information:													
	H. Call Closing:									•		<del></del>	و الاتصال/المكالمة:	د. انها
	<u>C)</u> PBA asked if he/she co to the customer:	ould <u>of</u>	fer fur	her as	sistanc	<u>e</u>			مساعدة	ن تقدیم ،	ن الممكر	کانت مر	سال ال PBAما اذا كان / افية للزبون:	
3	Yes						Ø	· · · · · · · · · · · · · · · · · · ·					عم	
0	No										P****		 بلا	- 0
	C) PBA thanked the cus	tomer	and sa	id good	dbye:		=				ي اللقاء	وقال الم	اقد شكر ال PBA الزبون	ے ا
3	Yes						X						عم	3 نـ
0	No												יצ	0 ک
	E)The PBA attempted to information from the cu			w-up			•		الزيون	ابعة مع	ات للمت	ی معلوم	حاول ال PBAالحصول علم	ح)
3	Yes	istome					X						عم	3 د
0	No			-									יצ	٥ ک
!		<b>L</b> .	1											
	F) Overall, rate the	P00		age		9	1.5	1.1-	1	<b>J.E</b> .	15	10	ما الما الما الما الما الما الما الما ا	/ <u>-</u>
	PBA on Call closing:	Very Poor	Poor	Average	Cood	Very Good	洁	炜	متوسط	<b>1</b>		نسی	بشكل عام، قيم ال PBA اء الاتصال ضع دائرة على الرقم المن ض 5) وققا لتطابقها	کد انه
	INT: Circle a number from 1-5 for each			,			_				ļ	ناسب	ضع دانرة على الرقم المأ	باحث: ( المنافقة الما
	attribute, as relevant	1	2	3	4	5	5	4	3	2	1		ن ک ) وقعا شعابتها	من 1 س
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100	ce Use Only	ي الم	للإستخدام داخل المكتب ف
I. TO	TAL Branch Score		
Section	Parameter Under Evaluation .	Total Points Scored in this Area:	Total Points Allocated / Parameter
С	Appraisal of interactive voice response (IVR)		
D	Greeting		
E	Soft skills & Telephony skills		
F	Other questions		
G <sup>°</sup>	Questions related to complaints/ Grievances		
Н	Call closing		
	TOTAL SCORE		

	نقاط	ر.مجموع الن
جموع النقاط المسجلة في القسم: مجموع النقاط المخصصة/ العامل	العامل الذي يتم اختباره	
	تقييم الاستجابة الصوتية التفاعلية	ت
	التحية	ٿ
	المهارات الشخصية و مهارات الاتصالات الهاتفية	٤
	أسنلة اخرى	۲
	اسئلة متعلقة بالشكاوى و التظلمات	Ċ
	انهاء الاتصال	د
		مجموع النقاط

I called 4 times to reach the call centeragent Cooperative CSR