



DIY – Customer Service Audit Checklist

Question	Yes	No	Question	Yes	No
Do Agents Have Adequate Training?			Do Agents Handle Calls Quickly (While Remaining Friendly, Positive, and Professional)?		
Are Agents Available 24/7?			Do Agents Comply with Any Relevant Rules or Regulations?		
Is Your Phone Number Easy to Find?			Do Agents Clearly Advocate for Your Business or Brand?		
Do Customers Have to Wait More than 1 Minute to Speak to an Agent?			Do Agents Personalize the Customer Experience?		
Are Calls Screened, Transferred, and Dispatched Efficiently?			Do Agents Often Use the Phrase “I Don’t Know”?		
Are Agent Greetings Friendly and Professional?			Do Agents Have Authority to Solve Customer Problems on Their Own?		
Do You Offer Multilingual Answering Services?			How is the Work Culture? Are Your Agents Happy and Motivated?		
Do Agents Practice Effective Listening Strategies?			Do You Continuously Monitor Customer Service Metrics?		
Are Agents Knowledgeable in Your Industry or Service Type?			Do You Keep Track of Interactions with Customers?		
Do You Regularly Collect Feedback from Your Customers?			Do You Incorporate Customer Feedback into Your Customer Service Operations?		

If you answered “No” more times than you answered “Yes,” then your customer service needs some improvement. The good news is, though, we can help. Please [click here](#) to learn how we can help you improve your customer service quickly and a price you can afford. Alternatively, please call toll free at (877) 631 - 9711.