$\frac{10-35}{10}$ PROJECT: Money

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2.	Call Centre	e Number	n.	1511	`	_											لات.	اتصا	ک: الا	ء ما	2. رقد
	Cui Centi		20	54		1			1				,								
3.	Date of Ca	ıŧI	Date	1 _ 1	nth		Year	ارا	,		السا		ئىھر		اليوم				تصال	. וצי	3. يوم
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4.	Start Time	to Call	/HC	urs O		3 3	utes C	. :		ىق 	(32)			اعات	₩)		10	نصال	دء الاد	ت با	4. وقد
5.	Total Dura	ition Call	Но	urs		Min	utes			ائق	الدقا		,	بأعات	الس						5. مج
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			06:00	0-09 am]		ىباح	, الص	:09 في	:00 -	06:00						
			09:02	L-12 am)				3		سباح	ي الص	:12 في	00 -	09:01		,	• 1			
6.	Time Slot	During which	1 12:01	Lnoon-C		***			7		هبر ة	، الظ	:03 فو	00 -	12:01		حصل		وقت اا تصال:		
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BIN		THE TIME-SLOT,	3:01-	·				▎፟	_	بادر ا			06:0 ف	~~					سبة الن		
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			1:01-	5:59am	1					باكر	ىباح ال	, الص	5:5 في	9 –	01:01						
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В.	Purp	ose of Call						_ _										<u>ال</u>	الاتص	<u></u>	ب. <u>هد</u> ن
1.	General E	nguiry				luery	Code	;	:(ِ السنوال	رمز										
	regarding		Produc	t Name				١.	. -	12 111		:(المنتج)	(استم	عن		عام	ز	استقسا	١.	-1
	Product /	Service	hanor:	1 dr.		INT: (I		'): (ادخل القائمة)		-			•	(محدد (ة	ندمة	منتج/۔		
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2.	2. Application for a Product Nam			Mama	- 1	luery	Code	•	:(0	ِ السوال	رمر	۱.,	(-:: ₋ 11	()							
ŀ	New Proc	luct /		. ivallie	l l	INT: (I	nsert	(اسم المنتج): باحث: (ادخل من			2- طلب للخصول على		-2								
	Service				'	from		ا بدهنت ب				منتج/خدمة جديد(ة)									
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3.	Complaint: Grievances		33pie	LI	n: I			الشكوى (ادخل من القائمة):				الشكوء	رمز			. 11:	:: / .	شکاو ی	:	2	

(رجاء حدد التفاصيل):

1. 4-غيرها

Please Specify Details:

4. Other

C. /	Appraisal of Interactive Voice Respo	nse (IVR)		<u>(IVR)</u>	تقييم نظام الاستجابة الصوتية التفاعلية	<u>ت.</u>
sys	tem:					
4.1	Appraisal of IVR system:				تقييم نظام الاستجابة الصوتية التفاعلية	4.1
1.	How would you rate the IVR system in terr Ease of navigation & user-friendliness?	ns of		-	كيف يمكنك ان تقيم نظام الاستجابة الصوتية النف سهولة التنقل والاستخدام؟	.1
0	No, the IVR was not at all easy to use				كلا، لم يكن نظام الاستجابة الصوتية التفاعلية الاستخدام	0
1	Yes, the IVR was <u>quite/reasonably easy</u>	to use		م حد ما/بشكل مقبول	نعم، كان نظام الاستجابة الصوتية التفاعلية الع سبهل الاستخدام	1
2	Yes, the IVR was <u>easy to use</u>		X	هل الاستخدام	نعم، كان نظام الاستجابة الصوتية التفاعلية سم	2
3	Yes, the IVR was <u>very easy to use</u>			هل جداً في الاستخدام	نعم، كان نظام الاستجابة الصوتية التفاعلية سم	3
2.	How would you rate the IVR system in ter- clarity of instructions?	ms of		ة التفاعلية من ناحية	كيف يمكنك ان تصنف نظام الاستجابة الصوتية وضوح التعليمات؟	.2
0	No, the instructions were <u>not clear at al</u>	<u> </u>			كلا، لم تكن التعليمات واضحة على الإطلاق	0
1	Yes, the instructions were quite/reason	ably clear		واضحة	نعم، كانت التعليمات الى حد ما / بشكل مقبول	1
2	Yes, the instructions were <u>clear</u>		\boxtimes		نعم، التعليمات كانت <u>واضحة</u>	2
3	Yes, the instructions were <u>very_clear</u>				نعم، التعليمات كانت واضحة جدا	3
D.	Greeting				بيعر	ث. التر
5.1	Greeting & Purpose of call				رحيب والغرض من الاتصال	当 5.1
1.	Once you selected option '9' on the IVR,	40 See	_		ى اختيارك الاحتمال "9" في نظام الاستجابة	1. لد;
	("To speak to a call centre agent, press	/ (Mention		Sec	موتية التفاعلية ، ("للتكلم مع موظف مركز	الص
	9"), how long did it take for you to speak		1	(حدد الثواني أو	صالات / اضغط 9")، كم من الوقت استغرقت	
	to a PBA?	seconds o	<u>ır</u>		عدث مع PBA؟	الت
INT	Specify duration in the space provided	minutes)	الدقائق)	حد الوقت في المساحة المعطاة)	باحث: (
INT:	Answer this question only if you selected the 'G	Call back'		تمال "معاودة	جاوب على هذا السنوال <u>فقط</u> في حال اختيارك احا	باحث: (
opti	on via the automated voice service				اتصال" عبر خدمة الصوت الآلي):	
2.	Were you called back by a PBA?		<u> </u>		تم اعادة الاتصال بك من قبل PBA؟	,
3	Yes				نعم	
0	No		Ø		2K	0
	If 'no', specify any additional comments here interviewers: This is not a mandatory field. Plany additional observations, if relevant. Other blank. This applies to this option for all future and the comments here.	lease fill in erwise, leave		حظات الإضافية	اذا "كلا"، حدد اى تعليقات اضافية هنا: *ملاح حقل الإجابة هذا ليس الزامياً. رجاءً، حدد الملا ذات الصلة. وإلا أترك الإجابة فارغة. هذا ينطب الخيارات المتعلقة بالإجابات التالية.	
<u>3</u>	N/A				لا ينطبق	3
3.	On picking up your call, did the PBA wish y	ou, 'Good		باح الخير/نهارك	ر فعك السماعة، هل قام ال PBAبتمني لك، "ص	3. لدى
	morning/ afternoon/ evening'?		F-73		يد/ مساء الخير "؟	·
3	Yes				نعم	3
0	No				كلا ان العلاقات من العلاقات المنافق العلاقات العلاقات العلاقات العلاقات العلاقات العلاقات العلاقات العلاقات العلاقات	0
	If 'no', specify any additional comments here	::			اذا "كلا"، حدد أي تعليقات اضافية هذا:	
4.	Did the PBA greet you in the same languag selected through the IVR system?	e you		نظام الاستجابة	رحب بك ال PBA بنفس اللغة التي اخترتها في و موتية التفاعلية؟	
3	Yes		Ø		نعم	3
0	No				کلا	0
	If 'no', specify any additional comments here	:			اذا "كلا"، حدد اي تعليقات اضافية هنا:	

5.1 Greeting & Purpose of call الترجيب والغرض من الاتصال 5. Sale the PBA's greeting on his/her level of courteousness: الله مقر تشاري البياة الدين إلى الله على الإن الله الله الله الله الله الله الله الل	D.	Greeting		حيب	ث. التر
No, the PBA was not at all courteous 2 2 2 2 2 2 2 2 2	5.1	Greeting & Purpose of call		نرحيب والغرض من الاتصال	5.1
No, the PBA was not at all courteous 1998 19					
Yes, the PBA was quite/reasonably courteous		-		ترحيب ال PBAوفقا لعستوى اللباقة لديه(۱):	5. قتِم
2	0	No, the PBA was not at all courteous		كلا، لم يكن ال PBA لبق على الاطلاق	0
3 Yes, the PBA was very courteous	1	Yes, the PBA was quite/reasonably courteous		نعم، كان ال PBA ليق الى حد ما / بشكل مقبول	1
6. Rate the PBA's greeting on his/her clarity & pace of speech: 7. No, the PBA did not speak clearly & steadily 7. Ves, the PBA spoke quite clearly & steadily 7. Did the PBA in introduce himself/herself by name? 7. Did the PBA in introduce himself/herself by name? 8. Did the PBA the ne nature after the purpose of worlfication? 8. Did the PBA the ne nature after the purpose of verification? 8. Did the PBA the network and world in introduced introduced in roduced in introduced in introduced in introduced	2	Yes, the PBA was courteous		نعم، كان ال PBA ليق	2
No, the PBA did not speak clearly & steadily No, the PBA qid not speak clearly & steadily Yes, the PBA quitte clearly & steadily Yes, the PBA spoke quite clearly & steadily Yes, the PBA spoke clearly & steadily Yes, the PBA spoke clearly & steadily Yes, the PBA spoke clearly & steadily No	3	Yes, the PBA was very courteous		نعم، كان ال PBA ليق جداً	3
1				ترحيب ال PBA وفقًا لوضوح كلامه ووتيرته(ا):	6. قيّم
2	0	No, the PBA did not speak clearly & steadily		كلا، لم يتكلم ال PBA بوضوح وإعتدال	0
3 Yes No Section only if the Mystery Shopper is calling as an existing customer? Section only if the PBA ask for customer details for the purpose of verification? No No No No No No No N	1	Yes, the PBA spoke quite clearly & steadily	Ø	نعم، يتكلم ال PBA الى حد ما / بشكل مقبول بوضوح وإعتدال	1
7. Did the PBA introduce himself/herself by name? 3 Yes 0 No H fno', specify any additional comments here: 8. Did the PBA then enquire after the purpose of your call? 7. No No No No No No No No No Did the Mystery Shopper is calling as an existing customer? 9. Did PBA ask for customer details for the purpose of verification? No No No No No No No No No N	2	Yes, the PBA spoke clearly & steadily		نعم، تكلم ال PBAبوضوح وإعتدال	2
No	3	Yes, the PBA spoke very clearly & steadily		نعم، تكلم ال PBAبشكل واضح جدا وإعتدال	3
No Standard Sta	7.	Did the PBA introduce himself/herself by name?		، عرف ال BPA عن نفسه(۱) بالاسم؟	7. هز
### If 'no', specify any additional comments here: ### If 'no', spec	3	Yes		نعم	3
8. Did the PBA then enquire after the purpose of your call? 3 Yes	0	No		2K	0
call? المجاد المسلم الله الله الله الله الله الله الله ال		If 'no', specify any additional comments here:		اذا "كلا"، حدد اى تعليقات اضافية هنا:	
الذا "كلا"، حدد اي تطيقات اضافية هنا: INT: <answer an="" as="" calling="" customer="" existing="" if="" is="" mystery="" only="" question="" shopper="" the="" this=""> 9. Did PBA ask for customer details for the purpose of verification? 3 Yes 0 No No No Not Applicable (N/A) 10. Did the PBA proceed to listen to (or probe for) the customer's query/grievance/complaint? 10. No, the PBA did not do this at all 11. Yes, the PBA did this to some extent 12. Yes, the PBA did this a lot E. Soft Skills & Telephony Skills 10. Did the PBA ask, "May I put you on hold briefly, while liget the required information?" prior to putting you on hold? 1 It is in the base of the customer is quary light with the prior to putting you on hold? 1 It is in the base of the prior to putting you on hold? 1 It is in the base of the prior to putting you on hold? 2 It is in the base of the prior to putting you on hold? 2 It is in the base of the prior in the prior to putting you on hold?</answer>				، قام ال BPA من بعد ذلك بالاستفسار عن غرض اتصالك؟	8. هل
الذا "كلا"، حدد اي تطيقات اضافية هنا: INT: <answer an="" as="" calling="" customer="" existing="" if="" is="" mystery="" only="" question="" shopper="" the="" this=""> 9. Did PBA ask for customer details for the purpose of verification? 3 Yes No No No No No No No No No N</answer>	3	Yes .		نعم	3
المدا: (جارب على هذا السوال فقط في حال كان المتسوق السري يتصل وعليه المرتبطة بالزبون بغرض التأكد؟ المدا: (جارب على هذا السوال فقط في حال كان المتسوق السري يتصل وعليه المرتبطة بالزبون بغرض التأكد؟ المدان التفاصيل المرتبطة بالزبون بغرض التأكد؟ Ves	0	No			0
calling as an existing customer? 9. Did PBA ask for customer details for the purpose of verification? 9. Did PBA ask for customer details for the purpose of verification? 3 Yes 3 0 No 3 NA Not Applicable (N/A) 3 10. Did the PBA proceed to listen to (or probe for) the customer's query/grievance/complaint? 10 No, the PBA did not do this at all 10 No, the PBA did this to some extent 10 No, the PBA did this to some extent 10 Yes, the PBA did this a lot 10 Yes, the PBA did this a lot 10 Yes, the PBA did this a lot 10 10 Yes, the PBA did this a lot 10 10 Yes, the PBA did this a lot 10 Yes, the PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold? 10		If 'no', specify any additional comments here:		اذًا "كلا"، حدد اى تعليقات اضافية هنا:	
Yes					
3 Yes العمل No No	9.	Did PBA ask for customer details for the purpose of	:	عفيفي الله PBA عن التفاصيل المرتبطة بالزبون بغرض التاكد؟ سال ال	کریون د 9. هر
Not Applicable (N/A) PBA did the PBA proceed to listen to (or probe for) the customer's query/grievance/complaint? Absolute (N/A) No, the PBA did riverse (N/A) No, the PBA did not do this at all PBA did this to some extent PBA did this to some extent PBA did this PBA did this PBA did this PBA did this a lot PBA did this a lot Absolute (N/A) 3 E. Soft Skills & Telephony Skills Soft Skills & Telephony Skills Thap(ne) Thirdid Absolute (N/A) Absolute (N/A) <td< td=""><td>3</td><td>Yes</td><td>Ø</td><td>نعم</td><td>3</td></td<>	3	Yes	Ø	نعم	3
Indit Applicable (N/A) الملك المسلوب المستماع (أو الاستفسار عن) الى تساؤل/ تظلم) الم تابع ال PBA proceed to listen to (or probe for) the customer's query/grievance/complaint? الم تنظرى الأربون؟ PBA did not do this at all No, the PBA did not do this at all PBA did PBA all PBA all PBA all PBA did this to some extent PBA did this PBA did this PBA did this all PBA did this all PBA did this a lot PBA did PBA all PBA all PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold? Did the PBA ask, "May I put you on hold briefly, while is cardinal all plant all prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold? Did the PBA ask prior to putting you on hold prior to putting you on hold? Did the PBA ask prior to putting you on hold prior	0	No		2K	0
customer's query/grievance/complaint? O No, the PBA did not do this at all O Yes, the PBA did not do this at all Tyes, the PBA did this to some extent O Yes, the PBA did this to some extent O Yes, the PBA did this Tyes, the PBA did this O Yes, the PBA did this Tyes, the PBA did this O Yes, the PBA did this Tyes, the PBA did this a lot Tyes, the PBA did this to some extent Tyes, the PBA did this a lot Tyes, the P	<u>NA</u>	Not Applicable (N/A)		لا ينطبق	<u>لا</u> ينطبق
0 No, the PBA did not do this at all					
2 Yes, the PBA did this 3 Yes, the PBA did this a lot E. Soft Skills & Telephony Skills 6.1 Hold Procedure 1. Did the PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold? PBA did this a lot 3 Yes, the PBA did this a lot 3 Test, the PBA did this a lot 3 Test, the PBA did this a lot 3 Test, the PBA did this a lot 4 Test, the PBA did this a lot 5 Test, the PBA did this a lot 6 Test, the PBA did this a lot 6 Test, the PBA did this a lot 7 Test, the PBA did this a lot 8 Test, the PBA did this a lot 9 Test, the PBA did this a lot 1 Test, the PBA did this a lot 2 Test, the PBA did this a lot 3 Test, the PBA did this a lot 1 Test, the PBA did this a lot 3 Test, the PBA did this a lot 4 Test, the PBA did this a lot 5 Test, the PBA did this a lot 6	0	No, the PBA did not do this at all			
3 Yes, the PBA did this a lot	1	Yes, the PBA did this to some extent	X	نعم، لقد فعل ذلك ال PBA الى حد ما	1
E. Soft Skills & Telephony Skills قي مهارات الإنتظار 6.1 Hold Procedure 6.1 الجراءات الانتظار 1. Did the PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold? المهارات الشخصية ومهارات الإنتظار الهاتقار؟" قبل وضعك في حالة الانتظار؟	2	Yes, the PBA did this		نعم، لقد فعل ذلك ال PBA	2
6.1 Hold Procedure 1. Did the PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold? 1. A per la put you on hold briefly, while I get the required information?" prior to putting you on hold?	3	Yes, the PBA did this a lot		نعم، لقد فعل ذلك ال PBA تماماً	3
1. Did the PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold? PBA المعلومات المطلوبة؟" قبل وضعك في حالة الانتظار؟ On hold?	E.	Soft Skills & Telephony Skills		مهارات الشخصية ومهارات الاتصالات الهاتفية	ج. ال
1. Did the PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold? 1. Did the PBA ask, "May I put you on hold briefly, while I get the required information?" prior to putting you on hold?	6.1	Hold Procedure		اجراءات الانتظار	6.1
		I get the required information?" prior to putting you		ل سألك ال PBA "هل يمكنني ان اتركك تنتظر قليلا، في حين اكون	.1
تعم Yes الله ا	3	Yes		نعم	3

Not Applicable (N/A) Not Operation only if the PBA kept you on hold for over 60 seconds Not Applicable (N/A) Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great de	Ε.	Soft Skills & Telephony Skills		لهارات الشخصية ومهارات الاتصالات الهاتفية	ج. الم
Not Applicable (N/A) Not PBA did not have this attribute at all Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute a great deal Not the PBA had this attribute to some extent Not the PBA had this attribute a great deal Not the PBA had this attribute to some extent Not the PBA had	0				0
PBA U PRA peak with anybody else prior to placing you on hold? PBA U PRA		If 'no', specify any additional comments here:		اذا "كلا"، حدد اى تعليقات اضافية هنا:	
Vou on hold? Ves	<u>NA</u>	Not Applicable (N/A)	Ø	<u>لا ينطبق</u>	<u>لا</u> ينطبق
No Start		•		ل تكلم ال PBA مع شخص آخر قبل وضعك في حالة الانتظار ؟	.2
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Mot Applicable (N/A) 23 33 7 8 9 10 10 10 10 10 10 10		If 'no', specify any additional comments here:		اذا "كلا"، حدد اى تعليقات اضافية هنا:	
A Did the PBA inform you that he/she needs more time and apologize for the same? 3 7 7 7 7 7 7 7 7 7	<u>NA</u>	Not Applicable (N/A)	☒	لا ينطبق	<u>لا</u> ينطبق
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Not Applicable (N/A) Select 'yes' or 'no' based on whether the PBA fulfilled each of these attributes: 1. Let'r "yes' or 'no' based on whether the PBA fulfilled each of these attributes: 1. Let'r "yes' or 'no' based on whether the PBA fulfilled each of these attributes: 1. Let'r "yes' or 'no' based on whether the PBA fulfilled each of these attributes: 1. Let'r "yes' or 'no' based on whether the PBA fulfilled each of these attributes: 1. Let'r "yes' or 'no' based on whether the PBA fulfilled each of these attributes 1. Let'r "yes' or 'no' based on whether the PBA fulfilled each of these attributes 1. Let'r "yes' or 'no' based on whether the PBA fulfilled each of these attribute at all 1. Let'r "yes, the PBA had this attribute to some extent 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute to some extent 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute a great deal 1. Let'r "yes, the PBA had this attribute to some extent 1. Let'r "yes, the PBA had this attribute to some extent 1. Let'r "yes, the PBA had this attribute to some extent 1. Let'r "yes, the PBA had this attribute to some extent 1. Let'r					
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1 Yes, the PBA had this attribute to some extent Image: Line bit of the part	1)	Active listening skills:		ت الاستماع النشيط	1. مهارا
2 Yes, the PBA had this attribute	0	No, the PBA did not have this attribute at all			
Tes, the PBA had this attribute a great deal	1	Yes, the PBA <u>had this attribute to some extent</u>		***************************************	
2) Effective questioning skills: No, the PBA did not have this attribute at all	2	Yes, the PBA <u>had this attribute</u>		نعم، <u>لقد فعل ذلك</u> ال PBA	2
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2 Yes, the PBA had this attribute a great deal	0	No, the PBA did not have this attribute at all		كلا، لم يفعل ذلك ال PBA على الاطلاق	0
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Dog Nati taki t				نعم، لقد فعل ذلك ال PBAالي حد ما	1
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3 Yes. the PBA had this attribute a great deal								+						+
September Sep	E.	Soft Skills & Tel	ephon	y Skil	ls					<u>فية</u>	ت الهاد	اتصالاه	هارات الشخصية ومهارات الا	<u>ج. الم</u>
No. the PBA did not have this attribute at all	3	Yes, the PBA had this	s attrib	ute a c	reat c	<u>leal</u>							نعم، لقد فعل ذلك ال PBA تماماً	3
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2 Yes, the PBA had this attribute	0	No, the PBA did not	have t	his att	ribute	at all						طلاق	كلا، لم يفعل ذلك ال PBA على الا	0
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0 No, the PBA did not do this at all	3	Yes, the PBA had this	s attrib	ute a c	reat c	leal							نعم، لقد فعل ذلك ال PBA تماماً	3
0 No, the PBA did this to some extent	6)	Used simple langua	ge & p	hrase	<u>s:</u>								مل كلمات وجمل بسيطة	6. استع
2 Yes, the PBA did this 2 Yes, the PBA did this a lot 3 Test but size 3 Yes, the PBA did this a lot 3 Test but size 3 Test but	0	No, the PBA did not	do this	at all					· · · · · · · · · · · · · · · · · · ·	·······		طلاق	كلا، لم يفعل ذلك ال PBA على الا	0
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O	2	Yes, the PBA did this	i					X					نعم، لقد فعل ذلك ال PBA	2
### PBA did not do this at all ### PBA did this to some extent ### PBA did this a lot ### PBA did this a lot ### PBA did this at all ### PBA did this a lot ### PBA did this a lot ### PBA did this at all ### PBA did this to some extent ### PBA did this a lot	3	Yes, the PBA did this	a lot										نعم، لقد فعل ذلك ال PBA تماماً	3
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1 Yes, the PBA did this to some extent	0			at all			+				····	طلاق	كلا، لم يفعل ذلك ال PBA على الا	0
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1 Yes, the PBA did this to some extent ا الترحيب 1 2 Yes, the PBA did this PBA did this PBA did this PBA did this a lot 1. Overall, rate the PBA on: On: All Greeting: INT: Circle a number from 1-5 for each attribute, as relevant Description Descri	9)	Overall, Was 'Custor	mer Fr	iendly	<u>'':</u>								ي عام، كان ودوداً مع الزيون:	<u>9. بشكا</u>
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1. Overall, rate the PBA on: المنظر على على على على على الرقم المناسب الربون والودية: المنظر على الرقمة ومهارات الخفيفة ومهارات الخفيفة ومهارات المهارات الخفيفة ومهارات المهارات الخفيفة ومهارات المهارات الخفيفة ومهارات المهارات الخفيفة ومهارات الخفيفة ومهارات المهارات الخفيفة ومهارات المهارات المهارات المهارات المهارات الخفيفة ومهارات المهارات الم	2	Yes, the PBA did this						X					نعم، لقد فعل ذلك ال PBA	2
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INT: Circle a number from 1-5 for each attribute, as relevant 1 2 3 4 5 5 4 3 2 1 B) Extent of Customer Focus & Friendliness: 1 2 3 4 5 5 4 3 2 1 Extent of Sustomer Focus & Friendliness: 1 2 3 4 5 5 4 3 2 1 C) Soft Skills & 1 2 3 4 5 5 4 3 2 1			ry P	Pool	vera	000	Č	1.0	淮	<u>E</u>	1		كل عام، قيم ال PBA فيما يخص:	1. بشن
attribute, as relevant المحل الإهتمام بالزبون والودية: المحل الإهتمام بالزبون والودية: المحل المحل الذيفة ومهارات الخفيفة ومهارات الحمارات الحمارات الحمارات الحمارات الحمارات الحمارات الحمارات الخفيفة ومهارات الحمارات الخفيفة ومهارات الحمارات الحمارات الحمارات الخفيفة ومهارات الحمارات الحما	A)		Ve		€		Ke	I-D		1 2	16	ह.		
B) Extent of Customer Focus & Friendliness: 1 2 3 4 5 5 4 3 2 1 1 2 3 4 5 5 4 3 2 1 1 2 3 4 5 5 4 3 2 1 2 3 4 5 5 4 3 2 1 2 4 3 2 1 2 1 4 5 5 4 3 2 1 2 4 3 2 1 4 4 5 5 4 3 2 1 2 4 3 4 5 5 4 3 2 1 4 4 4 4 4 4 5 5 4 3 2 1 4 4 4 4 4 4 5 5 4 3 2 1 4 4 4 4 4 4 4 4 4 4 4 5 5 4 3<				2	<u>3</u>		<u>5</u>	<u>5</u>	4	<u>3</u>			ر 5 لكل صفة، وفقا لتطابقها	من 1 الم
C) Soft Skills & 1 2 3 4 5 5 4 3 2 1 المهارات الخفيفة ومهارات				_=										
C) Soft Skills & 1 2 3 4 5 5 4 3 2 1 المهارات الخفيفة ومهارات				2	<u>3</u>	4	5	5	4	<u>3</u>	2		<u>، الإهتمام بالزبون والوديه:</u> 	<u>ب) مد</u> ژ
, , ,	C)	Soft Skills &		_=_	-		+	<u> </u>	<u>니</u>	느	<u>니</u> 2	<u>닏</u> 1	مار ات الخفيفة وممار ات	ت) الم

	swer this segment if:	:	م الاجابة على هذا الجزء في حال كان "ااا-هدف الاتصال"	· • 1
	plication for a new product/service:		- طلب منتج او خدمة جديدة التناب الترات	
-	eneral enquiry relating to a specific product, ce and/or facility:		 استفسار عام متعلق بمنتج او خدمة او تسهیل معین. غرض آخر من المكالمة 	
	her purpose of call		- של של ואלומי	3
•				
	nformation provided, Product Knowledge &		معلومات المقدمة، المعرفة عن المنتج وال بيع الاضافي	7.1 ال
	s Selling			
	BA provided sufficient detail to the customer,		د اعطى الPBA معلومات كافية للزبون، مع شرح واضح عن	
	vith a clear explanation of the requirements/ ligibility criteria/ documentation needed for this		متطلبات / المعابير المؤهلة / المستندات اللازمة لهذا المنتج/الخدمة	
	particular product/service.		-ديداً	
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 <u>to some extent</u>	Ø	نعم، لقد فعل ال PBA ذلك الى حد ما	1
2	Yes, the PBA did this		نعم، لقد فعل ال PBAنك	2
3	Yes, the PBA <u>did this a great deal</u>		نعم، نقد فعل ال PBAذلك بشكل كبير	3
2. P	BA provided a clear and thorough explanation of		د قدم ال PBA شرح واضح وشامل عن الخطوات التي يجب ان	
t	he steps that shall follow in terms of:		بع من حيث:	
<u>1) P</u>	rocess:		العملية:	
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 <u>to some extent</u>		نعم، لقد فعل ال PBA ذلك الى حد ما	1
2	Yes, the PBA did this		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
<u>2) T</u>	ime taken:		ت المستغرق:	2) الوة
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	\boxtimes	نعم، لقد فعل ال PBA ذلك الى حد ما	1
2	Yes, the PBA did this		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
<u>3)</u> R	equirements (such as documentation):		للبات (مثل المستندات):	3) متط
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	X	نعم، لقد فعل ال PBA ذلك الى حد ما	1
2	Yes, the PBA did this		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. T	he PBA was able to clarify any questions the		. كان PBAقادر على توضيح اي من الاسئلة التي طرحها الزبون:	3. لقد
	ustomer had:		المادين	
0	No, the PBA was <u>unable to do this</u>		کلا، نم 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>		نعم، لقد استطاع ال PBAفعل ذلك بشكل كبير	3
<u>N/A</u>	Not applicable		لا ينطبق (الباحثون: إختر هذا الخيار فقط في حال لم يتم طرح	<u>x</u> 1. z
	(Interviewers: Choose this option only if no		الأسنلة)	ينطبق

		,		
	questions were posed)			
	he PBA was able to explain the points of			-1 -
	differentiation and comparative advantage of the	i i	د استطاع ال PBAان يشرح الصفات التي تميز وتفضل المنتج/ خدمة (مقابل العروض التي تقدمها البنوك المحلية المنافسة):	
•	product/service <u>(Versus offerings of local</u> competing banks):		مند رهابل اعروس التي تعديه البنوت المعتبد المعاسد).	
0	No, the PBA was unable to do this	占	کلا، لم يستطع ال PBAفعل ذلك	0
1	Yes, the PBA was somewhat able to do this	Ø	نعم، لقد استطاع ال PBAفعل ذلك الى حد ما	1
2	Yes, the PBA was able to do this		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
	Not applicable	Ī		
<u>N/A</u>	(Interviewers: Choose this option only if asking		لا ينطبق (الباحثون: إختر هذا الخيار فقط في حال سال عن منتج/خدمة معينة)	<u>لا</u> پنطبق
	about a specific product/service,		Taken many many	<u> </u>
5. F	Please rate the PBA on each of these attributes:		جاءَ ، قيم ال PBA وفقاً لكل سمة من هذه السمات:	5. ر
1) <u>E</u>	ffort to fulfill the purpose for which the call		الجهد لتحقيق الغرض من وراء الاتصال:	1) بذار
<u>y</u>	vas made:		.5-27 7 155 0 5 0 5 -7 -7 8	5 - 11
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 الي 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 كسر	3
2) <u>E</u>	extent of product/service knowledge:		ر المعرفة بالمنتج / الخدمة:	2) مدی
0	No, the PBA did not make this effort/possess		كلا، لم يقم ال PBA بهذا الجهد / لا يمتلك هذه السمة على	0
1	this attribute at all Yes, the PBA made this effort/possessed this		الإطلاق نعم، لقد قام ال PBAبهذا الجهد/ هو يمتلك هذه السمة الى حد ما	1
	attribute to some extent Yes, the PBA made this effort/possessed this	M	نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة	2
2	attribute		نعم، <u>لقد قام ال PBAبهدا الجهد / هو يمتلك هذه السمة بشكل</u> نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة بشكل	
3	Yes, the PBA <u>made this effort/possessed this</u> <u>attribute a great deal</u>		كبير	3
3) <u>(</u>	Cross-Selling effort/attempt made:		هد المبذول او المحاولة المبذولة من اجل البيع الاضافي:	3) الجا
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	図	نعم، لقد قام ال PBAبهذا الجهد / هو يمثلك هذه السمة الى حد ما	1
2	attribute to some extent Yes, the PBA made this effort/possessed this	П	نعم، لقد قام ال PBAبهذا الجهد / هو يمتلك هذه السمة	2
	<u>attribute</u>	-		_
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
	Not Applicable			
<u>N/A</u>	(Interviewers: tick this option only if cross		لا ينطبق (الباحثون: قم بوضع علامة على هذا الإحتمال فقط في حال لم يكن ال cross selling ممكناً بسبب طبيعة سوالك)	<u>لا</u>
	selling was not possible due to the nature of		حال لم یکن ان cross selling ممحد بسبب صبیعه سواست	ينطبق
۸ -	your inquiry)			
. –	Provision of adequate explanation in		م الشرح الوافي ردا على الأسنلة المطروحة	4) تقدی
	esponse to questions posed No, the PBA did not make this effort/possess		كلا، لم يقع ال PBA بهذا الجهد / لا يمتلك هذه السمة على	
0	this attribute at all		الإطلاق	0

+							+						+
1	Yes, the PBA made t		ort/po:	ssesse	d this			عد ما	مة ا <u>لى .</u>	هذه الس	و يمتلك	عم، لقد قام ال PBAبهذا الجهد/ ه	ے ن
2	Yes, the PBA made t		ort/po	ssesse	d this		Ø		سمة	هذه ال	هو يمتلا	مم، لقد قام ال PBAبهذا الجهد/،	2 ن
3	Yes, the PBA <u>made t</u>		ort/pos	ssesse	d this			<u>کل</u>	سمة بش	هذه ال	هو يمتلك	عم، لقد قام ال PBAبهذا الجهد / م	ن <u>ک</u>
<u>N/</u>	Not Applicable (Interviewers: tick the questions were pose		on onl	y if no	furthe	<u>er</u>		<u>ل لم</u>	ط فی حا	خيار فقم	ى هذا ال	رينطبق (الباحثون: ضع علامة علم كن هناك طرح أسئلة إضافية)	ا <u>لا</u> نطيق يد
2.	Overall, rate the PBA	<u> -1</u>	1		1	Very Good		1	Γ			Sl-Si Lai DDA III A La	. IC *
<u>A)</u>	information/assistanc	Product knowledge & Down of the provided:						lit	متوسط	نم <u>ر</u> دمورا	ضعیف جدا	م عام، قيم ال PBA فيما يتعلق المعرفة بالمنتجات/المعلومات المتعلقة بها والمساعدة التي	،. بسمر <u>ب:</u> ا)
	INT: Circle a number from 1-5 for each attribute, as relevant	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u> ⊠	<u>5</u>	<u>5</u>	4	<u>3</u>	<u>2</u> <u></u>	<u>1</u>	يعدمه. مع دانرة على الرقم المناسب و لكل صفة ، وفقاً لتطابقها	احث: (ض ن 1 الى
<u>B)</u>	Cross Selling:	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>5</u>	4	<u>3</u>	<u>2</u>	<u>1</u>	:Cross Selling	ب)
curre	nt account and there was	s no sco	pe/alm	ost no	scope	for c	ross se	lling)				ry basic query about open! رجاءً لا تطرح القسم ب/Selling عد ما للCross Selling)	الباحثون:
G.	Answer this segment if express customer Cor		-			to		ن	ال" كا	الاتص	ض من	ب على هذا الجزء إذا "الغره بشكاوي/ تظلمات الزبانن	_
8.	1 Complaints & Griev	ances										ئىكاوى والتظلمات	8.1 النا
1.	PBA demonstrated act customer was relaying		_			he		ِن يذكر	ان الزبو	عندما ک	لنشيط د	هر ال PBA مهارات الاستماع ا اواه/ا :	
3	Yes											عم	3
0	No											צג	0
	If 'no', specify any additio	nal com	ments h	nere:	-						<u> هنا:</u>	ذا "كلا"، <u>حدد اي تعليقات اضافية</u>	1
2.	PBA made a concerted complaint/grievance:	l effort	to und	derstar	nd the					للم	كوى/التظ	قام ال PBA بجهد كافى لفهم الشَّك	2. لقد
3	Yes											عم	3 3
0	No											צג	0
	If 'no', specify any additio	nal com	ments h	nere:	-						<u>هنا:</u>	ذا "كلا"، حدد اي تعليقات اضافية	1
3.	The PBA clearly explain the customer: Select either yes or no form					to		کیز	، تمّ التر			شرح ال PBA بوضوح كل من اا اختر احدى الحالتين نعم او كلا لكا	
1)	Complaint Resolution											لية حل/معالجة الشكو <u>ي</u>	1) عما
3	Yes											عم	3 ز
0	No											צג	0 2
	If 'no', specify any additio	nal com	ments h	nere:	-						هنا:	ذا "كلا"، حدد اي تعليقات اضافية	1
2)	Time taken for reso	lution									کو <u>ی</u>	ت المستغرق لحل / معالجة الش	2) الوق
3	Yes											عم	3 ز

0	No												كلا	0
	If 'no', specify any addition	al com	ments l	nere:							<u>ننا</u> :	اضافية	اذا "كلا"، حدد اى تعليقات	
	The DDA personned ad	auata	Jenove	ladas	of the									
4.	The PBA possessed ad- complaint resolution p	-		ieage	or the				.ي:	لة الشكو	حل/معالج	فة لعملية	قد كان ال PBA يمتلك المعر	.4
0	No, the PBA did not po	····		owled	ge							معرفة	کلا، لا یمتلك ال PBAای	0
1	Yes, the PBA possesses	d <u>a litt</u>	le kno	wledge	<u>e</u>							ة قليلة	نعم، يمتلك ال PBA <u>معرفا</u>	1
2	Yes, the PBA possesse	d knov	vledge									ā	نعم، يمتلك ال PBA معرف	2
3	Yes, the PBA possesses	d a gre	at dea	l of kr	nowled	ge					عرفة	بير من ا ل	نعم، يمتلك ال PBA <u>قدر ك</u>	3
5.	Please rate the PBA on	each o	of thes	e attri	butes,	on a			الى 5:	ار من 1	على معيا	ات التالية	ِجاءً، قيم ال PBA وفقاً للسم	.5
	scale of 1-5:							فقا	لتالية و	صفات ا	فة من ال	-5 لكل ص	(ضع دانرة حول رقم من 1 	
INT	: Circle a number from 1-5 f	or each	attribu	te, as r	elevant		-				1		(4	لتطابق
		2001	5	age	pa	000	.	-	16	11	I.G.	1.5		
		Very Poo	Poor	Average	Cood	Very Good	1		洁	متوسط	نم معرف	ضعیف جد		
		>		7		<u>></u>						10.		
1)	Overall customer experience for	1	2	3	4	5	5	5	4	3	2	1	ة الموظف في معالجة	
	complaint resolution:]) 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:						∥⊏]					المعالجة:	
3)	Effort made to provide	1	2	3	4	5	5		4	3	2	1	هد المبذول لاعطاء	11 (2
	full & additional	\Box	ĺπ	ň	\Box	\Box	_	וֹר	$\dot{\Box}$	п	Г'n		هد المبدول لا عطاء ت اضافية وشاملة	
L	information:										I. —			
	H. Call Closing:				,								و الاتصال/المكالمة:	د. انها:
	<u>C)</u> PBA asked if he/she co to the customer:	ould <u>of</u>	fer fur	ther as	sistanc	<u>e</u>			عدة	یم مساح	ممكن تقدر	انت من ال	سال ال PBAما اذا كان /ك افية للزبون:	• .
3	Yes						X						נم	3 ن
0	No				10								K	0 ک
	C) PBA thanked the cus	tomer	and sa	id goo	dbye:						قاء:	قال الى الا	لقد شكر ال PBA الزبون و	<u>ث</u>
3	Yes						X					-	ים	3 ك
0	No												צ	0 ک
	E)The PBA attempted to information from the cu			w-up			i		:ن	مع الزيو	للمتابعة	معلومات	حاول ال PBA الحصول على	-(ح
3	Yes	istoine	1.				$\overline{\Box}$	 	Mr. a.				ىم	3 ن
0	No									· · · · · · · · · · · · · · · · · · ·			K	٥ ک
H		5 _1					-	+			,.	_		
	F) Overall, rate the	Poo	5	age	po	9	it	 	,	F	<u>.</u> [.]	5	بشكار ماريق السقام الاشر	(÷
	PBA on Call closing:	Very Poor	Poor	Average	Cood	Very Good	14 14		5 <u> </u>	المتوسط	ضعيف	على م	بشكل عام، قيم ال PBA . او الاتصال: ضع دانرة على الرقم المنا،	کد انها
	INT: Circle a number						 -	\perp	_			سب ۲۰	ضع دانرة على الرقم المنا. . 5) وفقاً لتطابقها	باحث: (
	from 1-5 for each attribute, as relevant	1	2	3	4	5	5	ľ	4 1	3	2 1	<u> </u>	ر) ويس سعينها	A 1 سو
		Ц				Ш		L	-	اليا		ا ئــ		

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For Office Use Only

I. TOTAL Branch Second

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	Questions related to complaints/ Grievances		
Н	Call closing		And the Control of th
	TOTAL SCORE		

		نقاط	ر.مجموع ال
القسم: مجموع النقاط المخصصة/ العامل	مجموع النقاط المسجلة في	العامل الذي يتم اختباره	، الأسم
		تقييم الاستجابة الصوتية التفاعلية	ت
		التحية	ػ
		المهارات الشخصية و مهارات الاتصالات الهاتقية	E
		أسئلة اخرى	۲
		اسئلة متعلقة بالشكاوى و التظلمات	ċ
		انهاء الاتصال	٤
24.			مجموع النقاط