

LaaS - UNIFORM QUALITY MODEL GUIDELINES

Partially Automated		Point Value	
GREETING – Category 1 **1.1 Answered the call immediately (within the first 5 seconds).** • If there are technical issues delaying answering the call within 5 seconds, it is the agent's responsibility to report them to the appropriate person. • Provide the following statement per our training team for call back requests (Agents will answer with "this is (name) at Georgia Power with your call back request, how may I help you"). • Provide the company name. • Provide a welcome statement "Good Morning", "Good Evening", Hello", "Thank you for calling"	YES NO	1 Point	
1.2 The agent provided their name. • Appropriately identify yourself by providing your name.	YES NO	1 Point	
1.3 The agent asked for the customer's/caller's first and last name. (Refers to the caller) • Obtain the caller's first & last name	YES NO	1 Point	

• We should know who we are interacting with. Ask for the first & last name of the caller unless the caller/customer proactively provides their full name.			
VERIFICATION – Category 2 **2.1 The agent verified the customer's account number or service address.** • Ask the caller/customer to verify the address or the account number.	YES NO	1 Point	
2.2 The agent verified the Social Security Number or Tax ID/EIN. • Verify the caller BEFORE transacting on the account or providing information. • Personal Identification Number (PIN) on the account supersedes all other verification.	YES NO	1 Point	
OFFER TO ASSIST – Category 3 **3.1 The agent offered assistance.** • Do not assume the reason for the customer's call. "How can I assist you today?	YES NO	1 Point	
WILLINGNESS TO ASSIST – Category 4 **4.1 The agent expressed a willingness to assist.** • Set a positive tone between you and the caller throughout the call by letting them know that you are happy to help. (i.e. "I'd be happy to check for you.").	YES NO	1 Point	

CUSTOMER VALUE – Category 5 **5.1 The agent offered further assistance (have I answered all your questions, anything else that I can assist you with?).** • Offer further assistance to ensure we resolve the customer's request. i.e. "Is there anything else that I can assist you with?" "Have I answered all your questions today?", "Can I help you with anything else?" **Further assistance should be offered once unless the customer brings another topic, and we start a new conversation.*	YES NO	1 Point	
5.2 The agent provided a proper closing (thank you for calling, have a great day, etc.) • Thank your customers for calling • "Thank you for calling Georgia Power goodbye." • "Have a good day/afternoon/evening goodbye" • "Thanks for calling, hold on for the transfer." *An appropriate closing is a statement indicating the call with you has ended. Ex: Thank you for calling, please hold for your transfer, have a great day/afternoon/evening, goodbye.*	YES NO	1 point	
5.3 The agent used courteous and pleasant words. • Use courteous words throughout the call Ex. May I have your address? Thanks for providing the information.	YES NO	1 Point	

Manual Evaluation			
UNDERSTAND & RESOLVE THE REQUEST – category 1 **1.1 The agent verified and/or updated the customer information applicable to the account. Where appropriate, the agent verified the authorized user on the account.** • If the customer is calling from a different telephone number, please confirm and update the customer's primary telephone number. • If screen pops are green. Thank the customer for verifying their account through the IVR. (verify as necessary) • Update the account for an authorized person with the 2-part question. • Update info based on conversational clues…i.e. Married or divorced. • Ask for the information rather than providing the information. We should not give the information and ask the customer to validate it. **(Verify Don't Supply).** • Update accounts as required per guidelines. Ex. Connect, Disconnect, Transfers • Update as required per guidelines when handling Written Off/Charged offs.	Yes Partial No NA	10 Points	
1.2 The agent actively listened to the customer's request, asked clarifying questions, and gathered the necessary information to resolve the customer's request. • Ask questions to understand the customer's request prior to	Yes Partial No NA	10 Points	

responding and determine if you can assist. • Avoid having the customer repeat information. • Ask clarifying questions to understand the customer's or reason for calling.			
1.3 The agent used available resources. • Process service orders with all information required based on OKA (Oracle Knowledge Advance) Examples when processing; WFM, emails, ODL, investigation orders, outages etc. • Utilize Team Lead/Job knowledge line to assist with difficult situations • Remember policy and procedures on all calls. On a connect/transfer orders ONLY offering paperless billing/All-Connect/Vivint is part of the process. *Mark partial when agent misses one.	Yes Partial No NA	10 Points	

PRODUCTS & SERVICES – Category 2 **2.1 The agent educated and promoted applicable products and services relevant to the customer's request.** • Listen to customer clues and offer products and services that are relevant to the customer. • A product/service was offered or requested by the customer and not explained thoroughly = NO. • If the customer asks about a product/service, we will discuss the product/service, but the expectation is to offer another relevant product/service-based conversation clues. • Promote relevant solutions, Products /Services that will benefit the customer to manage their accounts EFT, paperless, All Connect, Vivint, . for prepay customers: prepay auto reload, balance on demand feature. For outages: outage alerts, outage maps etc. • If the customer is CNP and says they lost their job and have no income. What can I do to get my power restored? Offer Prepay and/or agency information based on the conversational clue.	Yes Partial No NA **N/A until further notice.**	5 Points	

2.2 The agent educated and/or trained the customer on the use of self-service platforms.
• Educate on at least one alternative channel.
• Educate customers on tasks they could perform using an alternative channel.
  ○ Ex: View daily energy usage, obtain energy saving tips, accept payment arrangements, review prepay dollars remaining on our Website, Mobile App, IVR etc.,
  ○ Schedule connect/transfer/disconnects on mobile app or website
• Encourage customers to report power and outdoor lighting outages using the IVR, Mobile App, or Website.
• Payment options **are not considered** educating the customer on alternative channels. (mentioning APP or online is not educating)
	Yes
	Partial
	No
	NA
		5 Points	

FIRST CALL RESOLUTION – Category 3 **3.1 The agent issued the correct order.** • Correct date and requests on all orders • The order = transaction i.e. WFM, ODL, outage etc.	Yes Partial No NA	2.5 Points	

3.2 The agent properly documented the account. • Notate the account with the appropriate contact type. • Notate the caller's first and last name. • Notate your signature line, including your 'go by name' and 10-digit extension • Notate any pertinent information discussed and next steps required. • If caller is calling from a different number, please add the phone number in the contact. Reference {OKA Contact Guidelines and Contact Definitions}	Yes Partial No NA	**2.5 Points**	
3.3 The agent provided accurate and necessary information to anticipate future account needs. • Advise of all fees (AEC, Deposit, Return Check etc.) • Advise of policies (Deposit policy, 3pm/24-hour policy) • Advise of turnaround time (ETA for outage, 3 to 5 business days for tree trim request etc.) • Provide accurate and necessary information (including Bill Matrix phone number, barcode, account number, access code etc. as needed). • Provide complete information on the call. (i.e. when discussing Prepay, FB, BB provide accurate/necessary information)	Yes Partial No NA	2.5 Points	

3.4 The agent provided the customer with a summary of actions taken on the account and required actions. • Provide a summary to include dates, addresses etc. *Example: Disconnect: I have placed a disconnect order for 123 Main St McDonough, Ga. 30253 effective on 4/11/24.*	Yes Partial No NA	2.5 Points	
PROFESSIONALISM – Category 4 **4.1 The agent used polite words such as please and thank you.** • Please, thank you • I appreciate your patience • We appreciate your business	Yes Partial No NA	1 Point	
4.2 The agent exhibited and maintained a pleasant tone/attitude. • Maintain a pleasant tone. (Smile through your voice) • Exhibit a pleasant attitude. • Ensure you are speaking clearly for the customer to understand.	Yes Partial No NA	1 Point	
4.3 The agent avoided inappropriate/sensitive conversation: sexual orientation, race, religion, age, politics, and flirtatious remarks.	Yes Partial No NA	1 Point	
4.4 The agent avoided expressing irritation, sighing, or becoming curt with the customer. • Avoid expressing irritation & frustration (argumentative, demeaning, antagonizing)	Yes Partial No NA	1 Point	

4.5 The agent avoided rudely interrupting the customer. • If interruptions occur more than once during the call it will be addressed (overtalking).	Yes Partial No NA	1 point	
4.6 The agent avoided losing focus and asked the customer to repeat information unnecessarily. • Avoid Distractions (refrain from "actively utilizing " non-work-related websites during customer interactions. i.e. Facebook, TikTok, movies, shopping sites, etc...)	Yes Partial No NA	1 Point	
4.7 The agent used verbal cues to clarify/confirm understanding the customer. • Acknowledge the customers reason for calling.	Yes Partial No NA	1 Point	
4.8 The agent avoided eating and chewing while interacting with the customer. • Avoid unprofessional noises during the interaction (singing, humming, self-talk & mumbling)	Yes Partial No NA	1 Point	
4.9 The agent avoided grammar issues in written and verbal context. • Avoid slang • Articulate words and sentences • Avoid grammar errors	Yes Partial No NA	1 point	
4.10 The agent did not use company jargon without explaining (ex. LOL, CNP, kWh, DCC, OCC, IVR etc.).	Yes Partial No NA	**1 Points**	

• Avoid jargon without explaining. • Use terms that the customer can understand (i.e. obligations = 'requirements') • Make sure to be clear when using the word 'pending'. (What / Why? Pending)			
4.11 The agent established and maintained a personal connection with the customer, acknowledged the customer's statement, and responded to the customer's sentiment/small talk. • Move from transactional to conversational interaction. • Build a personal connection with congratulations and understanding. • Acknowledge the customer's statements. • Call the customer by their name to add value.		1 point	
4.12 The agent did not use phrases such as "I don't know" without offering to find the answer. • Refrain from using negative words (i.e... "We cannot, we don't, like I said, again, it's impossible, I don't know who told you that, that's wrong, you have to, I already told you, we don't do that, what part you did not get, you are not listening" etc.…)		1 Point	
4.13 The agent matched the pace or volume of the customer's conversation. • Be mindful of pace throughout the call. Do not rush the customer. • Pace the call. If accidental interruption occurs take a moment to acknowledge & apologize.		1 Point	

4.14 The agent concluded the interaction with a statement that is appropriate to the conversation.		1 Point	
4.15 The agent expressed empathy, sympathy, and apology when applicable. • Express sympathy, empathy, and apologize when appropriate. • Respond appropriately to disparaging remarks and/or sentiments. • Apologize when having system issues/ technical issues. (Please refrain from making negative comments about our Company, Technology and Processes).		1 Point	
CALL EFFICIENCY – Category 5 **5.1 The agent took ownership of the interaction to keep the call on track and efficiently handle the customer's request.** • Avoid having the customer lead the call. • Refrain from escalating calls when not necessary. • Abstain from placing calls into the queue • Immediately release the call once the conversation has ended. • Call Avoidance (i.e. not releasing the call after closing, staying in the phone with customer as we transfer the call to Bill Matix)	Yes Partial No NA	3 Points	
5.2 The agent avoided unnecessary hold. • Ex. Placing customer on hold right after the greeting.	Yes Partial No NA	3 Points	

5.3 The agent asked permission to place the customer on hold.	Yes Partial No NA	3 Points	
5.4 The agent explained why the hold in necessary.	Yes Partial No NA	3 Points	
5.5 The agent waited for permission to place the caller on hold.	Yes Partial No NA	3 Points	
5.6 The agent set the expectation for holds longer than 2 minutes. • When customer asks us to hold, we should set the expectation that we can hold for as long as 2 minutes. • If we know that the hold could exceed 2 minutes, let your customers know.	Yes Partial No NA	3 Points	
5.7 The agent checked back with the caller within 2 minutes if the expectation was not set.	Yes Partial No NA	3 Points	
5.8 The agent thanked the caller for holding.	Yes Partial No NA	3 Points	
5.9 The agent avoided unnecessary/uncomfortable dead air. • Maintain the call by avoiding occurrences of silence over 15 seconds. ○ Below 15 secs. = Yes	Yes Partial No NA	2 Points	

○ Excessive interval of silence/muting throughout the call may result in deductions. ○ If silence is less than 20 secs one time = Partial ○ If silence exceeds 15 secs more than 2 times = No ○ If we ask the customers to hold, the call must be placed on hold. (Not muted or advising customers "I'm placing you on silent hold"			

Last revised April 2025 – QA team