

Call Block Report with Key Questions



Below is a **Call Block Report**. It is best used for a daily and weekly look at Caller activity.

Note: The top row of numbers is a roll-up of all Callers; the second row is an individual Caller.

Call Block Sheet															
Organization	Number of Cycles	Number of Suspects	Number of Executed Actions	Dials #	Convs. #	Appts. #	Convs. to Dials	Appts. to Convs.	Appts. Resch. #	Chat	No Answer	Left VM #	Left NO VM #	Returned VM #	Returned VM to Left VM
My Corp	20	690	192	184	22	10	11%	45%	1	18	7	114	28	1	0%
Call Block Sheet															
User	Number of Cycles	Number of Suspects	Number of Executed Actions	Dials #	Convs. #	Appts. #	Convs. to Dials	Appts. to Convs.	Appts. Resch. #	Chat	No Answer	Left VM #	Left NO VM #	Returned VM #	Returned VM to Left VM
Chris Carr	2	75	37	37	7	4	18%	57%	1	3	0	27	0	0	0%
Comments															
Date	Start/Stop Time	Reaction	Action	Step	Cycle	Suspect	Organization	Comments							
01/19/09	12:24:18 12:28:58 04:40	Left VM	Phone-Email	1st Call	B2B Zees	Philip Horrisberger	Advantage Business Services Holdings, Inc.								
01/19/09	12:28:01 12:31:58		Remove	Closure	B2B Zees	Joan Levison	Health Mart Systems, Inc.	pharmacy							
01/19/09	12:30:00 12:32:05 02:05	Left VM	Phone-Email	1st Call	B2B Zees	David Sparks	FasTrackKids International, Ltd.								
01/19/09	12:32:07 12:34:24 02:17	Left VM	Phone-Email	1st Call	B2B Zees	Shunda Clark	Bldg.Works-USA Business Group, Inc.								
01/19/09	12:34:25 12:36:50 02:24	Left VM	Phone	1st Call	B2B Zees	Christopher Nagel	EG Systems, Inc.	Goes directly to Jim millers vm. Cannot get out of it							
01/19/09	12:36:51 12:38:45 01:54	Chat	Phone	1st Call	B2B Zees	Thomas O'Reilly	Coupon-Cash Saver Franchise Corporation	No franchises. Rude gatekeeper would not give me a name or a person to go too							
01/19/09	12:38:46 12:40:48 0	Left VM	Phone-Email	1st Call	B2B Zees	Dennis Veneklas	ACS								
01/19/09	12:52:31 12:58:51 06:20	Chat	Phone-Email	1st Call	B2B Zees	Shirley Schlag	Kwik Kopy Business Centers, Inc.	Multiple brands. Shirley is the gatekeeper for all of them							
01/19/09	12:58:53 13:00:55	Conversation	Phone-Email	1st Call	B2B Zees	Bob Fehrenbacher	CARSTAR Franchise Systems, Inc.								
01/19/09	13:04:00 13:08:11 04:03	Left VM	Phone-Email	1st Call	B2B Zees	Brook Wise	ITS Financial, LLC								
01/19/09	13:32:00 13:33:27 00:57	Conversation	Phone	1st Call	B2B Zees	Barry Teagle	MDSA, LLC								
01/19/09	13:33:27 13:33:27 00:00	Appointment	Phone	1st Call	B2B Zees	Barry Teagle	MDSA, LLC	Call back a couple days before appt to confirm. Have 120+ Zees							

These are the key issues this report helps you analyze:

- 1 - Does this Caller have the right number of names on their worksheet?
- 2 - Is this Caller hitting their calling goals?
- 3 - Is this Caller taking steps in a reasonable amount of time?
- 4 - Does this Caller make numerous calls in a row?
- 5 - Does this Caller characterize a 'conversation' properly?
- 6 - Are comments meaningful, understandable and meet standards?
- 7 - How does this Caller perform compared to Benchmark for Conversation Ratio?
- 7b - How does this Caller perform compared to Benchmarks for Appointment Ratio?
- 8 - Are messages being returned?

The solution to every **key issue** falls within one, or more, of four categories:

1. Lists
2. Best Practices
3. Efficiency operating Klpz
4. Effectiveness during the conversation with a Decision Maker