

Write your best answer to this customer service tweet



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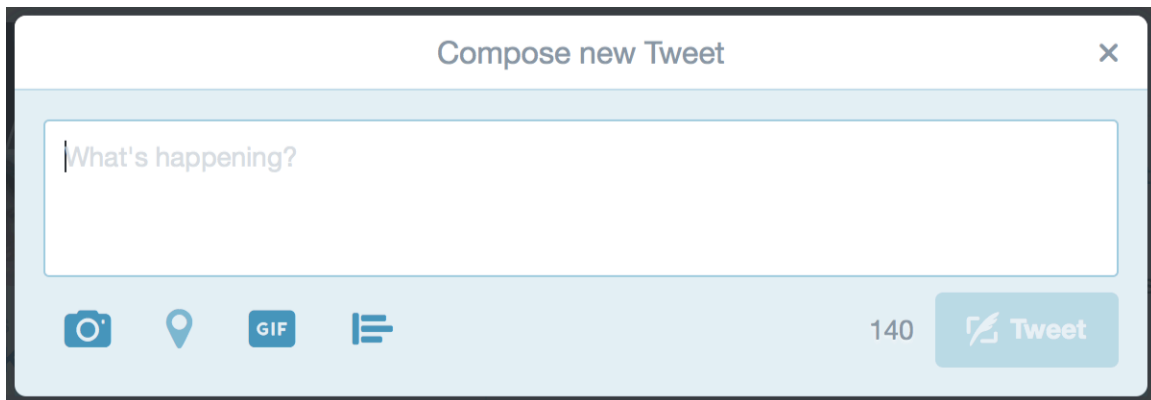


Follow

@GEICO_Service I want renters insurance. My quote # is Quote # R156303771. Can I get it for less than 1 year?

How GEICO handles this type of inquiry:

- Once the customer has received a quote, the next step is to talk to an insurance agent.
- The social customer service agent needs the customer to provide name and phone number via direct message.



Phone scorecard: How much can you use in social?

- Follow scripting guidelines
- Professional & courteous behavior extended during the call
- Communication is clear, positive, and conveys confidence
- Use complete sentence, correct grammar, and avoid slang
- Ask permission to transfer or hold
- Keep customer informed of actions throughout the call
- Demonstrate active listening and acknowledgement
- Allow customers to present their needs/concerns
- Offer additional assistance
- Manage resistance
- Maintain call control

Chat scorecard: How much can you use in social?

Chat Calibration		Yes or No	Point Value Points
Information & Resolution (60 points)			
1	Answered customer's specific question(s) with the correct information	<input type="checkbox"/>	30
2	Asked probing questions to understand what the customer is shopping for and used customer feedback to make relevant product recommendation(s)	<input type="checkbox"/>	30
Brand Connection (20 points)			Points
3	Demonstrated good tone, confidence, sounded cool, friendly, and helpful, empathetic, and provided style advice that was in-tune with the customer's requests	<input type="checkbox"/>	20
Writing Style (10 points)			Points
4	Chat was professionally written, free of grammar and spelling errors, proper welcome/closing, no abbreviations	<input type="checkbox"/>	10
Documentation (10 points)			Points
5	Documented incident properly	<input type="checkbox"/>	10
AUTO Fail			
	Failed to help the customer (could result in contact back/unnecessary contact or defer to a different channel of communication)	<input type="checkbox"/>	
	Failed to end inappropriate chat	<input type="checkbox"/>	
	Chat avoidance (Ex: No check-in, unnecessary transfer)	<input type="checkbox"/>	
	Failed to transfer to appropriate channel	<input type="checkbox"/>	
	Distracting grammar	<input type="checkbox"/>	
Extras (Extra 5 points total)			
-	Received a compliment in the chat for good service	<input type="checkbox"/>	
Total			100

Email scorecard: How much can you use in social?

FOUNDATION SKILLS: Required Skills			
	N/A		
Chooses appropriate response method		YES	NO
CONTENT			
Greeting is appropriate to consumer's issue and is welcoming and friendly		YES	NO
Uses correct grammar, spelling, punctuation, sentence structure		YES	NO
Provides accurate & appropriate information that demonstrates program/product expertise		YES	NO
Closes by providing recontact information and thanking the consumer		YES	NO
SYSTEM			
Accurately codes contact		YES	NO
FINESSE SKILLS: Developed Skills			
RELATIONSHIP BUILDING			
Response makes an effort to build relationship/establish rapport		YES	NO
Response is personalized and not scripted		YES	NO
Response answers the consumer's question or concern directly without avoidance		YES	NO
Representative makes every effort to help or offer alternative solution		YES	NO
Resolve consumer's issue on the first contact, if appropriate		YES	NO
Closing provides next steps and makes it easy for the consumer to take action		YES	NO
Provides brand loyalty card, if appropriate		YES	NO
WRITTEN COMMUNICATION			
Communication is clear and concise		YES	NO
Uses positive, friendly language and avoids forbidden phrases		YES	NO
Utilizes transitional statements that demonstrate logical flow to the next idea		YES	NO
PROGRAM/PRODUCT KNOWLEDGE			
Educates consumer without over delivery		YES	NO
Compensation/resolution is adequate and/or appropriate		YES	NO

Tweets to score

Joshua Martinez @Joshuaa_17 · 14h
UPS always delivers my packages to other places 😞 😞

UPS Customer Support @UPSHelp
@Joshuaa_17 I know that has to be frustrating. Email my team at help@ups.com with the tracking # and Phone #. We will check on it. ^SD

 **Giovanni Gherdovich** @_GGhh_ · 2h
@AmazonHelp Hi! If I buy my kindle from amazon.it, can I get an ebook from amazon.co.uk and read it on my device? Thanks.


   

 **Amazon Help** ✓
@AmazonHelp  


@_GGhh_ it depends on the country where you live. Learn more here: amzn.to/1O3hrXf or here: amzn.to/1O3hqT3 ^LG



10:51 AM - 30 Apr 2016


Facebook posts to score


 **Wayne Strickland** ▶ **Columbus Consolidated Government - 311 Citizens Service Center** ▾
March 29 · Columbus, GA · 🌐


Where can someone review the financial records of the City at?


5 Comments  ▾


 **Columbus Consolidated Government - 311 Citizens Service Center** Our Finance Department located on the 5th of the tower.
Like · Reply ·  1 · March 30 at 4:41pm

 **Wayne Strickland** Is the books available for public view
Like · Reply · March 30 at 4:46pm


 **Columbus Consolidated Government - 311 Citizens Service Center** Yes ma'am
Like · Reply · March 31 at 9:52am




 **Wayne Strickland** Thank you but I'm not a ma'am
Like · Reply · March 31 at 9:59am


 **Columbus Consolidated Government - 311 Citizens Service Center** So sorry. Please forgive me 😊
Like · Reply · April 1 at 5:55am


 **Cindy Carter** ▸ **Uber** ▼
5 hrs · 🌐

Just joined uber how do I estimate my trip before booking it?

1 Comment  ▼

 Like  Comment  Share Chronological ▼

 **Uber** ✓ Once the destination has been entered, you'll see the Fare Estimate listed! Find out more; <http://ubr.to/messenger>

 **Say Hello To Uber On Messenger**
We know you love chatting and making plans with friends in Messenger—now you can request a ride...
NEWSROOM.UBER.COM

Like · Reply · 5 hrs