

Third-Party Interaction Model Certification Scorecard

SHOW YOUR STUFF!

To calculate the Sales Representative's score, take the total score attained and divide it by 60. e.g. – 51/60 = 86%

Interaction Model	Score	Day 7 Observed? Yes/No	Day 9 Observed? Yes/No	Notes
Happily Greet				
Did the Sales Representative give a name, get a name?	5	✓		Leveraged tools to prepare for interactions. Clarified reason for the visit Set time expectations and asked if it is okay to ask questions to understand needs
Did the Sales Representative demonstrate Un-carrier etiquette (body language, posture, tone of voice) via telephone, chat, or in-person?	5		✓	
Did the Sales Representative utilize tools & resources to stay knowledgeable and up on current promotions and offers?	5		✓	
TOTAL POINTS:	15	5/15	/15	
Ask Questions				
Did the Sales Representative ask open-ended questions to uncover needs?	5	✓		Greeted the customer with a friendly smile and hello. Showed empathy Asked questions about current and future wireless needs
Did the Sales Representative actively listen to identify what matters most?	5	✓		
Did the Sales Representative acknowledge customer's needs with empathy?	5	✓		
TOTAL POINTS:	15	15/15	/15	
Recommend Services				
Did the Sales Representative recommend personalized solutions?	5	✓		Demonstrated coverage and checked live, work & play Leaned into benefits to the customer, overcame hesitation Used tools & resources to own the solution.
Did the Sales Representative Make it easy to explore the brand, network, devices, products, and services?	5		✓	
Did the Sales Representative Check for understanding, and overcome hesitations?	5		✓	
TOTAL POINTS:	15	5/15	/15	
Thank Customers				
Did the Sales Representative thank the customer?	5	✓		Thanked the customer every time Opportunity to review billing expectations.
Did the Sales Representative review the interaction?	5		✓	
Did the Sales Representative review self-serve options?	5	✓		
TOTAL POINTS:	15	10/15	/15	
CERTIFICATION SCORE: (85% needed to be certified)	60	/60	/60	Certified: YES NO
Sales Representative:				Date:

30 + 25 = 55 55/60 = 91% - CERTIFIED