

CHECK SHEET – SERVICE CENTER

Complete example for Service industry

COLLECTION INFORMATION

Collection ID: CS-SV-2025-001
Date: 01/22/2025
Area: Customer Service Hotline
Responsible: Lisa Miller
Result: 144 defects in 10 days | Main: Wait time >5min (40%)

COLLECTED DATA

DEFECT TYPE	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	TOT	%	COMMENT
Wait time > 5 min	5	8	4	6	3	7	9	5	4	6	57	30.0%	Adjust staffing plan
Wrong information	1	2		1	2	1		2	1	1	11	5.8%	Update knowledge base
Callback forgotten	2	1	3		2	1	2		3	1	15	7.9%	Ticket system reminder
Tone complaint		1		2		1		1		2	7	3.7%	Communication training
Request misrouted	1		2	1		1	1		2		8	4.2%	Check routing rules
System unavailable			5					3			8	4.2%	Check IT infrastructure
Duplicate processing	1	2		1	1		2	1		1	9	4.7%	Optimize CRM process
Data privacy breach				1						1	2	1.1%	Immediate escalation!
Email not sent	1		1		1		1		1		5	2.6%	Server check
Wrong escalation		1		1		1		1			4	2.1%	Escalation matrix
SLA breach	2	1	2	1	2	1	2	1	2	1	15	7.9%	Workload analysis
Customer hung up	3	2	3	2	3	2	3	2	3	2	25	13.2%	Hold time reduction
Language barrier		1			1			1			3	1.6%	Multilingual support
Transfer failed	1		1			1		1			4	2.1%	Phone system check
Wrong dept called		1		1			1		1		4	2.1%	IVR optimization
No follow-up	1			1	1			1		1	5	2.6%	Process audit
Chat disconnected			1			1			1		3	1.6%	Connection stability
Incomplete ticket	1	1		1		1		1			5	2.6%	Mandatory fields
TOTAL	19	21	22	19	16	18	21	20	18	16	190	100%	

NOTE: This example contains fictional data for demonstration purposes.