

Call IQ – Grand Onyx: Sales Call Scoring Worksheet

Note: This score is autogenerated by our Call-IQ for every call, but it's also a great starting point for you team. For those of you with newer phone systems, turn on call recording, pick a few random calls and provide the Sales Reps with this feedback.

EXAMPLE

Date	Jan 11, 2025 12:37 PM	
Caller Name	POTTER JAMES	
Sales Rep	Greg	
Transcription	<p>Agent: Countertop shop. This is Greg. How can I help you?</p> <p>Caller: Hi, how are you doing today?</p> <p>Agent: I'm doing well, thank you. How about yourself?</p> <p>Caller: Not too bad. I was calling to get a rough price per square foot for your granite countertops. I'm looking for something at the very low end of the price range.</p> <p>Agent: What kind of project are you working on? Is it a whole kitchen, a bathroom, or something else?</p> <p>Caller: It's for a kitchen countertop on a property that's being renovated to sell.</p> <p>Agent: Got it. For the low end of the hard surface options, you're probably looking at around... (show more)</p>	
SCORE	1. Has the Salesperson asked the client their name?	15
	2. Has the Salesperson asked for contact details, phone number and email?	15
	3. Has the salesperson asked about the client's project and its details?	5
	4. Has the salesperson asked if the client is familiar with the types of Materials?	5
	5. Has the salesperson asked about a timeline?	0
	6. Has the salesperson attempted to schedule a showroom visit or appointment?	55
	TOTAL	95 pts