Call Monitoring & Recording Acknowledgement Policy

During the course of ordinary business, members of the management team or their designee may listen in on and/or record customer service lines to ensure employees are being respectful and responsible to customers. Additionally, calls may be monitored or recorded for training purposes to critique customer service skills and provided feedback on job performance as needed.

This is acknowledgement to our employees that call monitoring and recording activities may take place at any time during phone calls without notification. Written notification will be given to each employee upon development of this guideline and/or prior to the start of employment. A signed copy of this guideline will be placed in each employee personnel file.

In addition, customers will be notified of possible monitoring through the provision of the “this call may be monitored for quality assurance and training purposes” script that must be stated at the start of each call.

If a personal call is identified at any time during the monitoring process, the monitoring will be immediately suspended. However, an excessive level of non-business related phone calls can be a basis for disciplinary action.

Click or tap here to enter text.

Click or tap here to enter text.

Call Monitoring and Recording Acknowledgement

This form acknowledges that you understand and agree to Click or tap here to enter text.’s

guidelines on service phone call monitoring and recording for the purposes of customer service training and job performance feedback.

Signature

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Printed Name

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Department

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