AVAZA Language Services Corp.

301 S Perimeter Park Dr., Suite 100
Nashville, Tennessee 37211
1.866.452.6482
615.534.3400
www.avaza.co

Incident Report

Client Name: _____ **Access Code:** _____

Date of Incident:		**Time of Incident:**	am ☐ pm ☐
Access Code:		**AVAZA Rep Name:**	
Employee Name: *Optional if Employee ID is provided*		**Interpreter Name:**	
Employee ID: *Optional if Employee name is provided*		**Interpreter ID:**	

Service Issue:

☐ Long wait time ☐ Disconnection ☐ Hold time
☐ Drop call ☐ No answer ☐ Interpreter's Performance
☐ Other (specify):

_____

Comments:

Completed form should be emailed to our Account Management team, at:
accounts@avaza.co or support@avaza.co.

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EVALUATION SHEET

Interpreter:_____ID#:_____Date:_____

Interpreting Skills

1. Did he/she speak in first person throughout the call? ☐ Yes ☐ No ☐ Sometimes
   *Comments:*_____
2. Was the interpretation accurate (language skills)? ☐ Yes ☐ No ☐ Sometimes
   *Comments:*_____
3. Did he/she interpret without omitting, adding, or editing? ☐ Yes ☐ No ☐ Sometimes
   *Comments:*_____
4. Did he/she ensure understanding between both parties? ☐ Yes ☐ No ☐ Sometimes
   *Comments:*_____
5. Did he/she maintain a steady call flow? (short sentences) ☐ Yes ☐ No ☐ Sometimes
   *Comments:*_____

Customer Service Skills

1. Did he/she give a proper introduction? ☐ Yes ☐ No
   *Comments:*_____
2. Was there any disruptive background noise? ☐ Yes ☐ No ☐ Sometimes
   *Comments:*_____
3. Did he/she speak professionally during the session? ☐ Yes ☐ No ☐ Sometimes
   *Comments:*_____
4. Was he/she polite with both the agency and the client? ☐ Yes ☐ No ☐ Sometimes
   *Comments:*_____
5. Did he/she end call politely? (have a nice day, thank you, etc.) ☐ Yes ☐ No
   *Comments:*_____

Additional Comments:

Evaluation Agent:_____ Signature:_____

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