



Hotline Audit Form

Your Name:	
Date & Time of Call:	

Sample Script: *“Hi... um, I’ve never called a line like this before, so I’m not totally sure what I’m supposed to say. I just... things have been really hard lately, and I felt like I needed to talk to someone because I don’t really know what to do right now. There’s something going on in my life that’s been affecting me a lot, and I’ve been trying to handle it by myself, but it’s starting to feel like too much. I guess I’m just hoping you can listen and maybe help me figure out what I’m supposed to do next.”*

Test Questions

Test Item	Result	Details/Notes
Did it get to the right person?	YES / NO	
Did you get connected to the right person that could help you in <45 seconds?	YES / NO	
If an operator answered, what did they actually say? Was it materially different from your script?	YES / NO	
Did the call sound bad or drop?	YES / NO	
Did the operator say anything that was against confidentiality policies, or any other policy?	YES / NO	

Overall Experience Rating For a First Time Caller:

1 (lowest) 2 3 4 5 (highest)