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## Quality Assurance Dispute Tracker

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### - Disputer Information

Date Submitted:	11/04/2016	Evaluation Date:	11/03/2016
Center:	Belize City	Audit Contact Number:	9127872423070000301
Disputer Name:	Johan Quiroa	Agent Name:	Pech, Aldo, OW.
Disputer Email:	jquiroa@readycallcente	Login ID:	545230
Disputer Phone:	06254	Original Score:	78
		Current Score:	78

### - Corporate QAR Information

Date Submitted:	11/07/2016
Corporate QAR Name:	CorpQA Disputes 113
Corporate QAR #:	10113

**Dispute Request Comment( 11/04/2016 ):**

Adheres to Correct Processes: After reviewing this evaluation, it was noted that the agent attempted to follow the situational script properly and “As evaluators, we don’t expect agent to have the exact second calculated before they follow the script, however, they should be close. “ Please review the attachment. Thank you.

**Dispute Response( 11/07/2016 ):**

Section “Adheres to Correct Processes”In regards this penalization, similar scenarios, had been brought to our attention previously and it has been discussed several times that we should not expect CSRs to follow it exactly, however, every scenario is different. In previous Disputes, we saw that CSRs were penalized for following the Situational Script at 4 seconds, however there is big variation with this call, since the CSR delivered the second warning 3 seconds after the first one and released the call, 2 seconds after the second warning, which is not too close to 5 seconds as stipulated in the Situational Script, hence the penalization is valid, since the CSR hurried to release the call.