

Where are the notes?

IMPACT 360 | **Quality Monitoring**


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Contact Information


Contact (1:09:06 PM) Segment 1

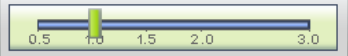
Segment 1/1 - (Start 1:09:06 PM)


Agent: Cawich, Noemi







00:00/04:47








 Alerting	-00:00:01
 Connected	-00:00:01
 EVALUATED	00:00:00
 Disconnected	00:04:48

Remark By: Sabido, Dick



Form: Universal Quality Evaluation Form _ CC 022516 (Filled by Sabido,) Max. Score: 100.00 Score: 80.00

Calling from Handset - Call Back Policy

☐ Yes ☐ No ☐ N/A

Disconnect Call Policy

☐ Yes ☐ No ☐ N/A

Troubleshooting When Customer Calling From Phone/Call Disconnected

☐ Yes ☐ No ☐ N/A

Customer Not Informed of Call Transfer

☐ Yes ☐ No ☐ N/A

Workforce PIN Misused

☐ Yes ☐ No ☐ N/A

Universal Quality Monitoring Form

Summary

Comments: