

545203 / 9127895381200000191 /Awe, Karim

Idle Screen Warning 1 (Verbal)

IMPACT 360

Quality Monitoring

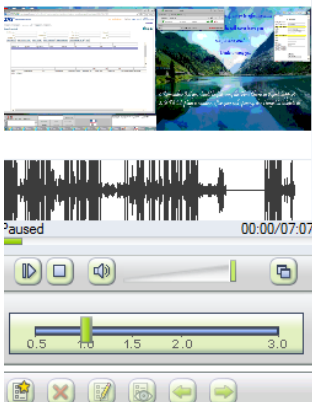
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Contact Information

Contact (11:10:13 AM) Segment 1

Segment 1/1 - (Start 11:10:13 AM)

Agent: Awe, Karim, OW.



Paused 00:00:07:07

0.5 1.0 1.5 2.0 3.0

Alerting -00:00:01

Connected -00:00:01

EVALUATED 00:00:00

EVALUATED 00:03:25

EVALUATED 00:03:25

Remark By: CORP, G737

Form: Universal Quality Evaluation Form _ 022516 (Filled by CORP, G737)

Max. Score: 100.00

Score: 83.00

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: confident (06:22). If you request time to perform some actions (04:22), remember to do that actions you advise the customer you mentioned and avoid having the screen idle (05:48) (06:01). You provided the correct Resolution to the customer.