

Malcom, please update this evaluation that has no documentation:

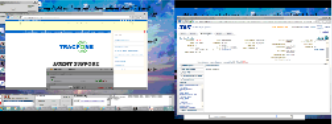
IMPACT 360 | **Quality Monitoring** Home | Search | Back to list | Portal Preferences


Contact Information

Contact (5:54:36 PM) Segment 1

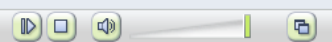
Segment 1 / 1 - (Start 5:54:36 PM)

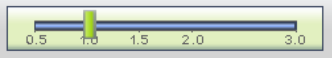
Agent: Cononquie, Lisa

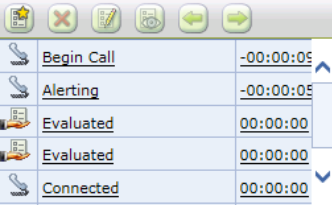




Paused 00:00/07:35







Status	Time
Begin Call	-00:00:05
Alerting	-00:00:05
Evaluated	00:00:00
Evaluated	00:00:00
Connected	00:00:00

Remark By:

Form: Universal Quality Evaluation Form _ CC 022516 (Filled by Castro, I) 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:



100%