

545036 / 9127904110590010301 / Cu, Lucero

Unexplained Silence Warning 1 (Verbal)

IMPACT360 | **Quality Monitoring** Home | Search | Back to list

Contact Information

Contact (11:26:40 AM) Segment 1
Segment 1/1 - (Start 11:26:40 AM)
Agent: Cu, Lucero

Form: Universal Quality Evaluation Form _ 022516 (Filled by CORP, G818) Max. Score: 100.00 Score: **78.00**

Resolution

Applies correct solutions to Tickets/Cases in the future
Adheres to Transfer Guidelines

Resolve *
☒ Yes ☐ No

Escalate to Appropriate Group
☒ Yes ☐ No

Create a Case *
☒ Yes ☐ No

Auto Fail

Auto Fail Behavior

Hangs Up on Customer
☐ Yes ☐ No ☐ N/A

Documents CC# or Social Security #
☐ Yes ☐ No ☐ N/A

Comments -- Webpage Dialog
InPrivate http://impact360.tracfone.com/fillout/Comment.aspx?language=en

Comments:
Remember in order to avoid remaining in unexplained silence, you are required to provide a time frame, you only informed the customer you were going to add the minutes, from (01:50) to (02:16). You added the correct amount of minutes to the customer's phone and completed the transaction in a timely manner

Alerting -00:00:01
Transferred -00:00:01
Connected 00:00:00
Evaluated 00:02:18
Disconnected 00:04:52

Remark By: CORP, G818