

545023 / 9127923040980000191 / Cawich, Noemi

Unexplained Silence Warning 1


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


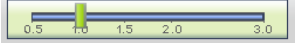
Contact Information


Contact (4:54:28 PM) Segment 1

Segment 1/1 - (Start 4:54:28 PM)

Agent: Cawich, Noemi



Stopped 00:00/21:43



	<u>Alerting</u>	-00:00:04
	<u>Transferred</u>	-00:00:04
	<u>EVALUATED</u>	00:00:00
	<u>EVALUATED</u>	00:00:00
	<u>Connected</u>	00:00:00

Remark By: CORP, G830



Form: Universal Quality Evaluation Form _ 022516 (Filled by CORP, G830) Max. Score: 100.00 Score: **66.00**

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:
while assisting the customer (0:26). You remained in silence without providing a reason from 08:01 to 08:17 also from 08:45 to 09:10 and 09:18 to 09:45. At 12:53 the customer was trying to speak but you interrupted him just let the customer speak freely. You did a good job.