

Sabido, if the agent is not present and has no staffed time for the week, there is no need to save a silent monitor. Please delete this evaluation ASAP.

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Contact Information

Segment 1/1 - (Start 8:45:10 AM)

Agent: Vellos, Minelli

Max. Score: 100.00 Score: **90.00**

Calling from Handset - Call Back Policy <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Disconnect Call Policy <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Troubleshooting When Customer Calling From Phone/Call Disconnected <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Customer Not Informed of Call Transfer <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Workforce PIN Misused <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A

Universal Quality Monitoring Form

Summary

Comments: agent is not coming since 11.24.2016