

# MEMORANDUM – QUALITY ASSURANCE

---

**Target:** Quality Analysts

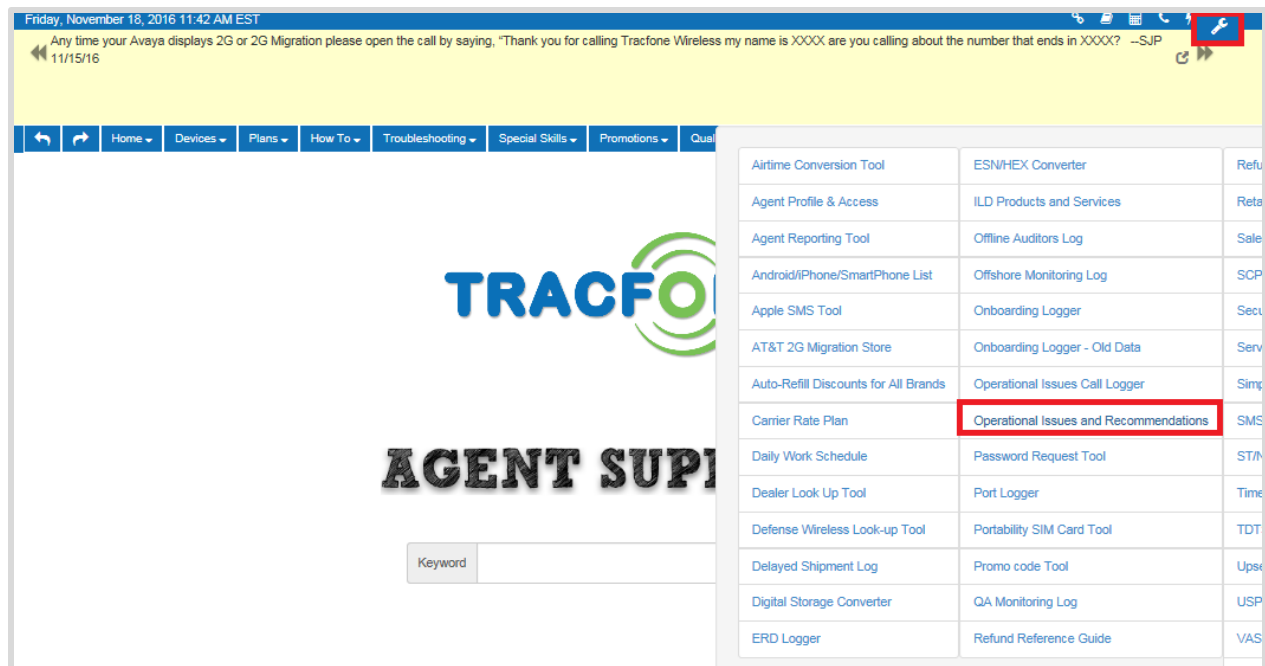
**Subject:** Call Observations and Recommendations

**Date:** November 18, 2016

Team,

Please note that effective next week, the call observations and recommendations are due on Wednesdays. You are only required to log 1 call per week. For the past weeks I have been submitting the file to our VM after the due date and in one occasion I had to stay until 6 pm to finish up what was missing. Please assist with this; I know I can count on you all.

Where to?



The user is:

**Cirtix Username** and **123\*\*\***

Example: **blz1jquiroa123\*\*\***

Fill all fields with the appropriate information (Your observation and recommendation will be put in the reason for call field):

Overview

Call Log

Recommendations

Logout

Search

New Call Log

Impact 360 File Number :

Weekending :

Sun Nov 20 2016

Agent ID \*:

Validate

Center \*:

Brands \*:

--- Select ---

Primary \*:

--- Select ---

Type \*:

Category 1\*:

Category 2\*:

Owner :

Calling Number :

MIN :

ESN / IMEI / MEID :

Reason for Call \*:

Research required :

Yes

No

Please note "Research Required" is to be used only for failed automation and system ic

Thanks,

Johan