

Good evening everyone,

Please ensure to use this functionality of the intranet when you are not on an active call.

When you click on “Add Log”, you will be able to send QA Questions or to log a question that was asked to a supervisor or quality analyst. This will help us track the answers given to you for a particular question. The purpose is to keep track of the frequently asked questions so that we can share in future calibration sessions and so that we can keep everyone at par with the correct answers.

Questions asked will be responded promptly however it will not be immediately. Please continue to ask important questions to your supervisor or quality analyst but remember to log them.

ReadyCallCenter

Dashboard

Site Links

Notifications

Performance

Performance Scores

Add Log

Logs

QA Questions

Avaya Number  
327103

Full Name  
Johan Quiroa

Question Date  
11/14/2016

QA Question 1  
could we offer auto refill during redemption

Who answered the Question1?  
Johan

What was the answer?  
Yes

QA Question 2  
n/a

Who answered the Question2?  
n/a

What was the answer?  
n/a

Other QA Question  
n/a

Other QA Question  
n/a

SAVE

Thank you,

Johan