

**Team, please see below.**

**From:** Donna Stubbs

**Sent:** Thursday, November 17, 2016 9:09 AM

**Subject:** Annotating Calls Reviewed Calls

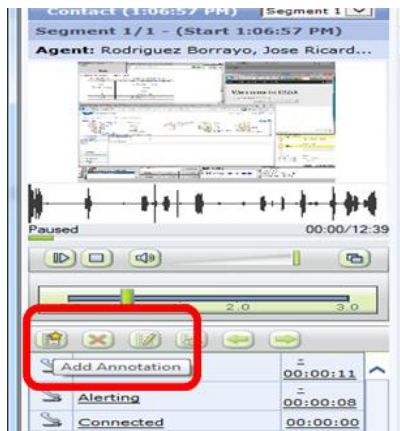
Good morning team,

Please remind your QARs that they need to add an annotation to show that the call they have reviewed has been evaluated. We have noticed that some QARs are not annotating their calls.

Below are the instructions that were provided previously on how to complete this task.

### Instructions

- Select the call
- Select the **Add Annotation** icon



- In the popup box, type “Evaluated” as the **Name**, make the annotation **Public**, then select **Ok**.



Below is the information everyone will see when they open the call and select the ‘Evaluated’ option.

Impact 360 Web Portal - Windows Internet Explorer

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

**Contact Information**

Contact (7:49:56 PM) Segment 1  
Segment 1/1 - (Start 7:49:56 PM)  
Agent: Ellaga, Menell

Form: Additional Evaluation Call Attributes\_022415 (New) Score: No Score

**Details**

Form Name: Additional Evaluation Call Attributes\_022415  
Evaluator: CORP, G206  
Agent: Ellaga, Menell  
Group: SM Univ BAC  
Transaction Type: <Select an option>  
Brands: <Select an option>

**Components** Score:

**Call Attribute** Score:

Did the Agent Address the Right Reason for the Call? \*

☐ Yes ☐ No

**Agent Knowledge \***

<Select an option>

**Potential Churn \***

☐ Yes ☐ No

**Idle Screen - No Actions Taken \***

☐ Yes ☐ No ☐ N/A

**Did the Customer Mention a Complaint? \***

Paused 00:00:04:23

0.5 1.5 2.0 3.0

Evaluated 00:00:00  
Missing 00:00:00  
Connected 00:00:00  
Disconnected 00:04:18  
Disconnected 00:04:18

Remark By: CORP, G319

**View Annotation -- Webpage Dialog**

Name	Evaluated
Created by	Stubbs, Donna
Created on	Thursday, March 05, 2015
Time	00:00:00
Type	Public
Content	Corporate QA

Please let me know if you have any questions.

Donna Stubbs  
Sr. Manager, Agent Quality/Customer Experience  
TracFone Wireless, Inc.  
Office: 305-715-3625 | Cell: 305-877-9634