

545150/9127887083580000191/Aguilar, Narcisa

Unexplained Silence Warning 1 (Verbal)

IMPACT 360

Quality Monitoring

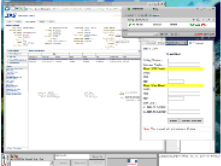
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Contact Information

Contact (12:07:16 PM) Segment 1

Segment 1/1 - (Start 12:07:16 PM)

Agent: Aguilar, Narcisa



Paused 00:00/07:28

0.5 1.0 1.5 2.0 3.0

Alerting 00:00:00

Connected 00:00:00

Disconnected 00:07:08

Remark By: CORP, G817

Form: Universal Quality Evaluation Form \_ 022516 (Filled by CORP, G817)

Max. Score: 100.00

Score: 48.00

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: Narcisa, you did a good job verifying the information; however, you need to avoid several periods of silence (02:05) (05:45). In addition, remember to provide a one call Resolution to the customer, by providing the option to Download the Call Detector Application to