

Quality Questions and Answers

1. Where should we deduct points when the agent did not offer the upsell? (Adheres to correct process or correct use of tools)
[Correct Use of Tools](#)
2. When the agent is side talking do we penalize under App Res (professionalism) or SR?
[Subjective Rating](#)
3. When the agent has the customer repeat information, do we penalize in Process or Subjective Rating?
[Subjective Rating](#)
4. When the agent does not get the MIN right the first time, where does the agent lose points?
[Call Opening](#)
5. When the agent does not get the reason right the first time, where does the agent lose points?
[Subjective Rating](#)