

545288/9127817428300000301/Dawson, Leanza

Idle Screen Warning 1 (Verbal)

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**Contact Information**

Contact (10:49:47 AM) Segment 1

Segment 1/1 - (Start 10:49:47 AM)

Agent: Dawson, Leanza

**Form: Universal Quality Evaluation Form \_ 022516 (Filled by CORP, G774)** Max. Score: 100.00 Score: **87.00**

**Resolution**

**Applies correct solutions**

**Tickets/Cases in the future**

**Adheres to Transfer Guidelines**

Resolve \*

☒ Yes ☐ No

Escalate to Appropriate Group \*

☒ Yes ☐ No

Create a Case \*

☒ Yes ☐ No

**Auto Fail**

**Auto Fail Behavior**

Hangs Up on Customer

☐ Yes ☐ No ☐ N/A

Documents CC# or Social Security #

☐ Yes ☐ No ☐ N/A

**Comments -- Webpage Dialog**

InPrivate <http://impact360.tracfone.com/fillout/Comment.aspx?language=en>

Comments:

Leanza, you did well by asking for the reason of the call at the beginning, continue doing that. Just try to speak louder or adjust the microphone's volume to sound clear (00:02) (01:57) and sound enthusiastic and confident while you are interacting with the customer (04:12) (09:20). Remember to provide accurate information about the actions that you would be taken to complete the customer's transaction to avoid idle screen from (06:20) to (06:45). Leanza, you provided the correct resolution by educating the customer about the SafeLink minutes and created the Interaction on the account.

OK Cancel