

545207 / 9127878025400000191 / Pech, Nelson

Idle Screen Warning 1 (Verbal)

IMPACT 360

Quality Monitoring

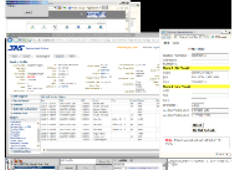
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Contact Information

Contact (10:57:48 AM) Segment 1

Segment 1/1 - (Start 10:57:48 AM)

Agent: Pech, Nelson



Paused 00:00/12:09

0.5 1.0 1.5 2.0 3.0

Begin Call -00:00:15

Alerting -00:00:10

Connected 00:00:00

Evaluated 00:11:18

Held 00:11:49

Remark By: CORP, G832

Form: Universal Quality Evaluation Form _ 022516 (Filled by CORP, G832)

Max. Score: 100.00

Score: 90.00

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: Nelson you were polite with the customer. I noticed at (7:26) you asked for a moment to work in the account but then at (8:11)(9:41) no relevant actions were taken. You transferred the call to the right department since the customer's new Phone Status was Port In