

The notes are missing:

IMPACT 360 | **Quality Monitoring**



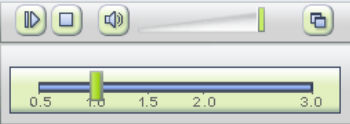

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Contact Information

Contact (5:53:38 PM) | Segment 1


Segment 1/1 - (Start 5:53:38 PM)

Agent: Mendez, Tiffany



Paused 00:00/05:24



 Alerting	-00:00:04
 Transferred	-00:00:04
 Connected	00:00:00
 Held	00:05:04
 Disconnected	00:05:04

Remark By:



Form: Universal Quality Evaluation Form _ CC 022516 (Filled by Castro, I) | Max. Score: 100.00 | Score: 85.00

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: