

The notes are missing:

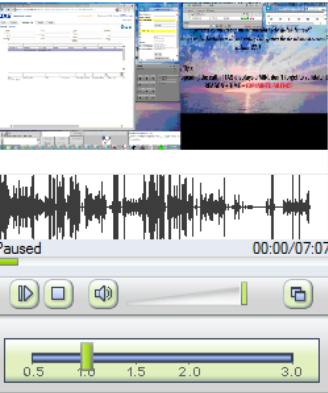
IMPACT 360 | **Quality Monitoring** Home | Search | Back to list | Portal Preferences |

Contact Information

Contact (3:23:55 PM) Segment 1

Segment 1/1 - (Start 3:23:55 PM)

Agent: Torres, Holly



Paused 00:00/07:07

0.5 1.0 1.5 2.0 3.0

	Alerting	-00:00:01
	EVALUATED	00:00:00
	EVALUATED	00:00:00
	Connected	00:00:00
	Held	00:06:46

Remark By:

Form: **Universal Quality Evaluation Form _ CC 022516 (Filled by Patt, Pal)** Max. Score: 100.00 Score: **95.00**

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: