

545730 / 9127940466960000191 / Gillett, Chanille

## Unexplained Silence Warning 1

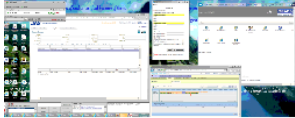
**IMPACT 360** | **Quality Monitoring** Home | Search | Back to list

**Contact Information**

Contact (3:24:33 PM) Segment 1

Segment 1/1 - (Start 3:24:33 PM)

Agent: Gillett, Chanille



Paused

00:00:09:32

0.5

1.0

1.5

2.0

3.0

Alerting

-00:00:04

Connected

00:00:00

Disconnected

00:09:12

Form: **Universal Quality Evaluation Form \_ CC 022516 (Filled by Hoare, C)** Max. Score: 100.00 Score: **76.00**

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: 

PHONE. YOU NEED TO GIVE YOUR FULL ATTENTION TO THE CUSTOMER SO THAT YOU ARE NOT PENALIZED. WONDERFUL JOB IN CLOSING THE CALL WITH THE CORRECT BRAND. (00:53-01:38) UNEXPLAIN SILENCE