

MEMORANDUM – QUALITY ASSURANCE

Target: Quality Analysts and Supervisors

Subject: Evaluation Documentation

Date: November 22, 2016

Team,

Effective immediately please ensure to save the **documentation** for your evaluations using the format below:

- ✓ **File Number:** 91465487463000000191
- ✓ **ESN** (If applicable)

- ✓ **Reason**
Unable to make call since the phone displays activation required.
- ✓ **Positive**
Good job applying the outbound spiel correctly.
- ✓ **Areas to improve**
3:27 did not allow customer to speak freely w/o being interrupted.
- ✓ **Positive**
Good job applying the situational script when the customer does not hang up.

We are moving to a more efficient manner of gathering the areas of opportunity.

Thanks for your understanding,

Johan