

QA Monitoring Form

Audited By:	April Cunanan	Date:	3/23/2022 12:31 PM (Balboa Digital Time)
Agent Name:	Kriza "Kae" Divino	Call Date:	3/23/2022 12:31 PM (Balboa Digital Time)
Lead ID:	19711134	Program:	ClearOne Advantage Settlement Authorization
Event Log ID:	49979061	Call Type:	Outbound Call
Recording(s):	3/23/22 9:19:40 AM: 40 seconds	Call Outcome:	Voicemail
Warm Transfer Eligible:	Yes	Leave Message Eligible:	Yes
Extra Newbie QA:	No	Extra Technical Issue QA:	No

Scoring Sheet

Script Usage		Comments
Used script engine	Yes	
Language Proficiency		Comments
Avoided unnecessary fillers	N/A	
Enunciated the words clearly and used appropriate vocabulary and grammar	Yes	
Used appropriate tone of voice	Yes	
Call Handling		Comments
Avoided dead air and unnecessary pauses	N/A	
Call pace	Yes	
Followed proper callback procedure	N/A	
Followed proper hold procedure	N/A	
Followed proper transfer procedure	N/A	
Handled objections/issues appropriately	N/A	
Listening skills	N/A	

Maintained call focus	Yes	
Showed courtesy and professionalism in the call	N/A	
Accuracy		Comments
Documented appropriate information in notes	N/A	
Identified concerns/issues	N/A	
Provided accurate and complete information or solution	Yes	
Transferred to correct partner per script engine	N/A	
Verified and obtained all required and necessary information	N/A	
Compliance		Comments
Abided by company policies and procedures	Yes	
Clearly selected the right disposition, or made a reasonable judgement call as to the appropriate disposition	Yes	
Did not give advice regarding bankruptcy or debt	N/A	
Did not promise approval of loan or program	N/A	
Marked as Do Not Call	N/A	
No client complaint	N/A	
Recorded call notice	N/A	
Technical		Comments
Agent line choppy, lagged, jitter, static or dropped; agent handled appropriately during call and escalated, if appropriate	N/A	
Consumer or partner line choppy, lagged, jitter, static or dropped; agent handled appropriately during call	N/A	
Other Comments / Recommendations		
No other comments or recommendations.		

Total Number of Yes	8
Total Number of No	0
Total Number of N/A	19
Total Number of Opportunities	8
QA Score (Total "Yes" Points / Total Opportunities)	100.00%
Total Number of Non-Compliance	0