REDACTED

EVERSOURCE ENERGY

Windsor - Quality Evolution Form

Quality Evaluation

HEADER FIELDS

Agent Name:	[redacted]
Interaction Date:	Jun 18, 2025 11:52 AM
Interaction Duration:	04:00
Evaluation Start Date:	Jun 22, 2025 9:50 PM
Segment ID:	72eb6f93-bbe1-4c1f-ae27-6fd9cd5df689
Evaluator Name:	[redacted]
Skill Name:	CTE_Res_Moving
Contact:	650811030396

Contact Information

[redacted]

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1. Contact Information

* Required

1.1 Select type of call

(•) Customer Service ( ) Consultation ( ) Escalation

* Required

1.2 Select the type of inquiry

( ) Billing ( ) Credit ( ) Field ( ) Gas Emergency ( ) Gas Trouble (•) Moving

( ) OTTRs ( ) Payment ( ) Other

1.3 Enter the related account number as applicable

[redacted]

Call Evaluation

[redacted]

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2. Courtesy

* Required

2.1 Rate the service experience of **courtesy**

(•) Exceeds Expectations ( ) Matches Expectations ( ) Falls Short of Expectations

2.2 For courtesy, employee should **continue**

[x] Identification [x] Polite & Professional [x] Tone [ ] Respect Diversity
[x] Clear Communication [ ] Hold/Transfer Technique [x] Closing

2.3 For courtesy, employee should **improve**

[ ] Identification [ ] Polite & Professional [ ] Tone [ ] Respect Diversity
[ ] Clear Communication [ ] Hold/Transfer Technique [ ] Closing

* Required

2.4 Comments on Courtesy

EXCEEDS EXPECTATION _GOOD WORK CONTINUE:
Identifying the caller
Offered pleasant tone
Offered further assistance

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3. Concern

* Required

3.1 Rate the service experience of **concern**

( ) Exceeds Expectations (•) Matches Expectations ( ) Falls Short of Expectations

3.2 For concern, employee should **continue**

[x] Build a Relationship (Connection) [x] Empathy [ ] Active Listening
[ ] Own the Interaction [ ] Gather Details [ ] Concern

3.3 For concern, employee should **improve**

[ ] Build a Relationship (Connection) [ ] Empathy [x] Active Listening
[x] Own the Interaction [x] Gather Details [ ] Concern

* Required

3.4 Comments on Concern

MATCHES EXPECTATION _GOOD WORK CONTINUE:
showed willingness to help
nice job connecting with customer
AREAS OF IMPROVEMENT:

- Concern – own the interaction – please offer a tailored ownership statement
- Concern -Listen to understand - please try to not have customer repeat info given more than one time – rep asked caller to repeat name - caller stated first name at beginning of call, then last name was asked more than 1x

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4. Timely Resolution

* Required

4.1 Rate the service experience of **timely resolution**

( ) Exceeds Expectations (•) Matches Expectations ( ) Falls Short of Expectations

4.2 For timely resolution, employee should **continue**

[x] Easy to Do Business With [ ] Pro-Active [ ] Appropriate Length for the Interaction Type

[x] Control the Interaction

4.3 For timely resolution, employee should **improve**

[ ] Easy to Do Business With [x] Pro-Active [x] Appropriate Length for the Interaction Type

[ ] Control the Interaction

* Required

4.4 Comments on Timely Resolution

MATCHES EXPECTATION _GOOD WORK CONTINUE:
ready to receive the call
AREAS OF IMPROVEMENT:

- Timely – proactive -please kindly ask caller if she would like to be sent service verification letter to confirm services are in customer name
- Timely – Appropriate Length – Please kindly provide efficient and concise explanation and clarification for customer -account has a landlord transfer on file, rep could have pulled up landlord account and checked to see if final bill went out and date – in reviewing account, looks like account ended with an estimate read under landlord name, system cancel estimated charges when we obtained actual read, which resulted in landlord getting new final bill

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5. Technical Knowledge

* Required

5.1 Rate the service experience of **technical knowledge**

( ) Exceeds Expectations (•) Matches Expectations ( ) Falls Short of Expectations

5.2 For technical knowledge, employee should **continue**

[ ] Verify Customer Information [x] Fully Resolve Reason for Customer's Contact
[ ] Educate Customer [x] Adding Value to Customer [ ] Use Resources and Tools
[ ] Summarize the interaction [x] Documentation

5.3 For technical knowledge, employee should **improve**

[x] Verify Customer Information [ ] Fully Resolve Reason for Customer's Contact
[ ] Educate Customer [ ] Adding Value to Customer [ ] Use Resources and Tools
[ ] Summarize the interaction [ ] Documentation

* Required

5.4 Comments on Technical Knowledge

MATCHES EXPECTATION _GOOD WORK CONTINUE:
Confirming KCI
Resolving issue
Document - noted c2
AREAS OF IMPROVEMENT:

- Caller came in authenticated – verified address

Data Collection

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6. FCR

* Required

6.1 Did the CSR resolve the stated reason for customer's contact?

(●) Yes ( ) No

* Required

6.2 Please select the best description for the resolution status of the interaction

( ) CSR Error ( ) Escalation ( ) Policy/Procedure (●) Resolved ( ) Transfer

6.3 If CSR Error, please explain

7. Paperless Billing

* Required

7.1 Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?

(●) Yes
( ) Yes, but did not utilize script
( ) No
( ) No, gas emergency call
( ) No, ERP/business partner support
( ) No, unauthorized 3rd party caller
( ) No, inactive account holder/final bill sent
( ) No, call required transfer to different OpCo, no account access
( ) No, irate caller/escalation
( ) No, other. Comment required

7.2 Comment if "other" was used above

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8. Overall Customer Experience

* Required

8.1 How would you rate the overall customer experience

- (●) Customer is satisfied with call
- ( ) Customer complimented CSR
- ( ) Customer states escalating issue to Communication, Media, Etc.
- ( ) Customer asks to escalate to supervisor/resolutions
- ( ) Customer hung up because disatisfied
- ( ) Customer does not agree with policies/procedures
- ( ) Call lost/dropped

9. Evaluation Status

9.1 Add extra notes below as needed