Alorica - CT Credit - Quality Evolution Form

Quality Form

HEADER FIELDS

Agent Name:	[redacted]
Interaction Date:	Nov 13, 2025 12:11 PM
Evaluation Start Date:	Nov 14, 2025 10:15 AM
Review Date:	N/A
Segment ID:	845fc5ee-a726-43cd-b21e-97f6274f8a18
Evaluator Name:	[redacted]
Skill Name:	CTE_Credit
Master Contact:	685363395502
Contact:	685363395502

Points: 95/100 **Score: 95.00%**

1. Utility Type

Points: 0/0 Section Score: NA

* Required

1.1 Select Utility Type

Points:0/1

○ Gas ◉ Electric ○ Dual

[redacted]

2. Opening

Points: 10/10 Section Score: 100.00%

* Required

2.1 Used the appropriate greeting - CT CSR Greeting/include LIDR

Points: 5/5

◉ Yes ○ No

* Required

2.2 Properly identified/authenticated the caller and account/offer paperless billing

Points: 5/5

◉ Yes ○ No

2.3 Comments on **Opening**:

[redacted]

3. Middle

Points: 65/70 Section Score: 92.86%

Pre-Qualify for Hardship

* Required

3.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines

Points: 10/10

(●) Yes ( ) No

* Required

3.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II

Points: 10/10

(●) Yes ( ) No

Guide customers to best payment plan available for them

* Required

3.3 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)

Points: 10/10

(●) Yes or N/A ( ) No

* Required

3.4 Offer 18 month, Monthly Flat Plan

Points: 10/10

(●) Yes ( ) No

* Required

3.5 Offer and provide benefits of Weatherization

Points: 5/5

(●) Yes ( ) No

* Required

3.6 Offer RRES & ESS

Points: 10/10

(●) Yes ( ) No

* Required

3.7 Discuss/Explain Review Officer

Points: 10/10

(●) Yes ( ) No

* Required

3.8 Soft Skills Using Template

Points: 0/5

( ) Yes (●) No

3.9 Comments on **Middle**:

3.8 We need to remain professional when speaking with customers and have composure. We allowed the customer to get us off track and not keep proper pace on the call.

4. Closing

Points: 20/20 Section Score: 100.00%

* Required

4.1 Update RECAP

Points: 15/15

(●) Yes ( ) No

* Required

4.2 Documentation & followed proper procedure

Points: 5/5

(●) Yes ( ) No

4.3 Comments on **Closing**:

5. First Contact Resolution

Points: 0/0 Section Score: NA

* Required

5.1 Did the CSR resolve customers reason for calling

Points: 0/1

(•) Yes ( ) No

5.2 Comments on **First Contact Resolution**:

6. Type of Call

Points: 0/0 Section Score: NA

* Required

6.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance

Points: 0/1

(•) Yes ( ) No

6.2 Comments on **Type of Call**: